



Oracle Restaurants Cloud Consulting Services

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PROFESSIONAL SERVICES DELIVERY POLICIES

The Oracle Professional Services Delivery Policies ("Policies") available at <http://www.oracle.com/contracts> apply to all professional services in Your order.

Oracle's Professional Services Delivery Policies are subject to change, but such changes will not materially reduce the level of performance, functionality, security, or availability for the Services for the duration of Your order.

CONSULTING SERVICE OFFERINGS

Oracle Restaurants Consultation and Configuration Cloud Service – Per Hour

Part Number: B88107, B88676 (Extended Hours), B88677 (Weekend/Holiday Hours)

Description of Services

In accordance with the quantity of hours identified in Your order for Your Oracle Restaurants application(s) ("Application"), Oracle will provide one or more of the following Services:

1. Consultation and Configuration
 - a. Conduct a discovery and requirements gathering session ("Discovery") to review Your Application(s) and identify the modules to be configured by Oracle.
 - b. Provide a site survey to Your primary representative, with guidance on document completion.
 - c. Conduct a remote session with Your primary representative to confirm all configuration information is completed in the site survey, by You.
 - d. Advise on Your Application(s) architecture and design.
 - e. Configure Your Application(s) following the site survey.
 - f. Functionally test the configuration performed in Section 1.e.
 - g. Support Your user acceptance testing ("UAT") of the Application(s) configuration.
2. Environment Readiness Site Inspection
 - a. Conduct a power and network status review of Your physical location to confirm Your readiness to accept the installation of the Applications at such location.
 - b. Provide You with a findings report ("Report") describing Your location deficiencies, as identified by Oracle, based upon the Services herein.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Designate a primary representative(s) who will serve as Oracle's primary point(s) of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work together with Oracle's project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to Your Application(s) for the performance of the Services.
 - d. Complete and return the site survey to Oracle as required.
 - e. Confirm the configuration performed in section 1.e matches the requirements outlined in the site survey.
 - f. Complete Application-specific configuration as mutually agreed-to during Discovery.
 - g. Conduct UAT for all configuration performed in the Description of Services.
 - h. Remediate the findings described in the Report in section 2.b.

2. Project Assumptions

- a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may cause delays to delivery of the Services.
- b. The Services will be performed either onsite, remotely, or both.
- c. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
- d. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
- e. Oracle's standard workday consists of eight (8) hours of labor per day, based on the local time zone where the Services are performed. Notwithstanding this standard, all Services will be delivered in accordance with applicable local labor laws. Oracle may deliver the Services during the following work shifts, as specified in Your order:
 - i. Standard Business Hours: Monday through Friday, between 8:00 am and 4:59 pm.
 - ii. Extended Business Hours: Monday through Saturday morning, after daily standard business hours, between 5:00 pm and 7:59 am.
 - iii. Weekend Hours: Saturday through Monday morning, between 8:00 am and 7:59 am.
 - iv. Holiday Hours: Any public holiday, between 12:00 am and 11:59 pm.
- f. Configuration changes not included in Your initial site survey may require a change request form ("CRF") and order document amendment ("ODA").
- g. The following are not part of the Services and are considered out of scope:
 - i. Hardware installation.
 - ii. Network configuration.
 - iii. Custom report development.
 - iv. Custom interface development.
 - v. Third-party software and/or hardware configuration.
 - vi. Application training.
 - vii. Go Live assistance.
 - viii. Project management.
 - ix. Anything not expressly identified in the Description of Services.

Oracle Restaurants Hardware Installation Cloud Service – Per Hour

Part Number: B95239, B95604 (Extended Hours), B95605 (Weekend/Holiday Hours)

Description of Services

In accordance with the quantity of hours identified in Your order for Your Oracle Restaurants application(s) (“Application”), Oracle will provide one or more of the following Services:

1. Installation and Configuration
 - a. Install, configure, and functionally test the Oracle hardware delivered to You listed on Your Oracle hardware order.
 - b. Configure and functionally test third-party hardware that is Oracle validated and deemed to be compatible with the Application(s) and any other Oracle hardware.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Designate a primary representative(s) who will serve as Oracle’s primary point(s) of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work together with Oracle’s project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to Your Application(s) for the performance of the Services.
 - d. Schedule Your resources to work with or provide information to Oracle.
 - e. Confirm all hardware to be installed is physically on-site at Your designated location prior to the commencement of the Services.
 - f. Ensure hardware placement area readiness including:
 - i. Counters and shelves that will house Your POS hardware are clean, dry and free of debris.
 - ii. Mounts are installed, if applicable.
 - iii. Holes in furniture are available for cable concealment, if applicable.
 - iv. For easy access to network and/or power outlets, move furniture, equipment, etc. away from walls or shelves. Upon completion of the Services, return all moved items to their place.
 - v. Move any of Your supplies or equipment that might impede the performance of the Services. Upon completion of the Services, return all items to their place.
 - vi. Uninstall, remove, and dispose of all pre-existing hardware not being repurposed, if applicable.
 - g. Place any hardware that requires climbing or standing on a ladder, step stool, furniture and/or equipment.
 - h. Remove and dispose of all hardware packaging upon confirming completion of the Services.
2. Project Assumptions
 - a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may cause delays to delivery of the Services.
 - b. The Services will be performed either onsite, remotely, or both.
 - c. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
 - d. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability, or scheduling.

- e. Oracle's standard workday consists of eight (8) hours of labor per day, based on the local time zone where the Services are performed. Notwithstanding this standard, all Services will be delivered in accordance with applicable local labor laws. Oracle may deliver the Services during the following work shifts, as specified in Your order:
 - i. Standard Business Hours: Monday through Friday, between 8:00 am and 4:59 pm.
 - ii. Extended Business Hours: Monday through Saturday morning, after daily standard business hours, between 5:00 pm and 7:59 am.
 - iii. Weekend Hours: Saturday through Monday morning, between 8:00 am and 7:59 am.
 - iv. Holiday Hours: Any public holiday, between 12:00 am and 11:59 pm.
- f. The Services cover a single installation of the hardware. Staged or managed hardware rollout may require a change request form ("CRF") and order document amendment ("ODA").
- g. For any third-party hardware not purchased directly from Oracle:
 - i. Hardware meets all software, hardware, and compatibility requirements.
 - ii. Oracle does not guarantee third-party hardware compatibility with the Application(s) or Oracle purchased hardware.
 - iii. You are responsible for third-party hardware assembly, installation, and connectivity.
 - iv. You understand and accept that Oracle will not troubleshoot or provide support for any challenges related to third-party hardware.
 - v. You accept all risks and responsibility for using third-party hardware including but not limited to being invoiced for all time spent, regardless of the outcome, with no liability to Oracle.
- h. The following are not part of the Services and are considered out of scope:
 - i. Network and wireless architecture, configuration, wiring and support.
 - ii. Electrical work required for the performance of the Services.
 - iii. Uninstallation, removal, and disposal of Your existing hardware and/or peripheral devices.
 - iv. If using third-party hardware as identified in section 2.j of Project Assumptions, all third-party hardware assembly and connection.
 - v. Hardware Training.
 - vi. Project management.
 - vii. Anything not expressly identified in the Description of Services

Oracle Restaurants System Training Cloud Service – Per Hour

Part Number: B88109, B88680 (Extended Hours), B88681 (Weekend/Holiday Hours)

Description of Services

In accordance with the quantity of hours identified in Your order for Your Oracle Restaurants applications ("Applications"), Oracle will provide one or more of the following Services:

1. System Training
 - a. Train Your identified personnel on the use and administration of the Applications, as currently configured.
 - b. Train Your identified personnel on end user interactions with the Applications, as currently configured.

Your Cooperation and Project Assumptions:

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Designate a primary representative(s) who will serve as Oracle's primary point(s) of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work together with Oracle's project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to the Application(s) for the performance of the Services.

- d. Identify and schedule Your personnel to attend all scheduled training sessions.
 - e. For on-site training, You will provide a training room with internet access, access to all required Oracle products, LCD projector, white board or flip chart, and computers for all attendees (if required).
 - f. For remote training, all attendees must have a phone and either have their own personal computers ("PC") with internet connection or the ability to share the screen of a PC with internet connection.
2. Project Assumptions
- a. Delays caused by You not being ready at the scheduled times may cause delays to the delivery of the Services.
 - b. The Services will be performed either onsite, remotely, or both.
 - c. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
 - d. Oracle's standard workday consists of eight (8) hours of labor per day, based on the local time zone where the Services are performed. Notwithstanding this standard, all Services will be delivered in accordance with applicable local labor laws. Oracle may deliver the Services during the following work shifts, as specified in Your order:
 - i. Standard Business Hours: Monday through Friday, between 8:00 am and 4:59 pm.
 - ii. Extended Business Hours: Monday through Saturday morning, after daily standard business hours, between 5:00 pm and 7:59 am.
 - iii. Weekend Hours: Saturday through Monday morning, between 8:00 am and 7:59 am.
 - iv. Holiday Hours: Any public holiday, between 12:00 am and 11:59 pm.
 - v. Additional training sessions to accommodate larger teams or advanced training sessions may require a change request form ("CRF") and subsequent order document amendment ("ODA").
 - e. Training of third-party applications is out of scope.

Oracle Restaurants Live Support Cloud Service – Per Hour

Part Number: B88108, B88678 (Extended Hours), B88679 (Weekend/Holiday Hours)

Description of Services

In accordance with the quantity of hours identified in Your order for Your Oracle Restaurants Application(s) ("Application"), Oracle will provide one or more of the following Services:

- 1. Go Live Support.
 - a. Provide production support ("Go-Live") to assist Your personnel during the transition to the new Application(s) to include:
 - i. Provide guidance on Your use or configuration of the Application(s).
 - ii. Assist with configuration change requests identified during the performance of the Services.
 - b. Provide post-production support to provide guidance on Your use or configuration of the Application(s).

Your Cooperation and Project Assumptions

- 1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Designate a primary representative(s) who will serve as Oracle's primary point(s) of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work together with Oracle's project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to Your Application(s) for the performance of the Services.
 - d. Conduct final validation of Your readiness to transition to the new Application(s) prior to the commencement of the Services.

- e. Provide sign off on Your readiness to transition to the new Application(s) prior to the commencement of the Services.
 - f. Schedule and make Your resources available during the periods where Oracle is conducting the Services.
 - g. Document all configuration change requests.
 - h. Lead configuration change requests during the performance of the Services with Oracle assistance, as applicable.
 - i. Assist Your personnel with service-related tasks including but not limited to guest check adjustments, Application tasks requiring manager approval, daily reconciliation and/or troubleshooting challenges.
2. Project Assumptions
- a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may cause delays to delivery of the Services.
 - b. The Services will be performed either onsite, remotely, or both.
 - c. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability, or scheduling.
 - d. Oracle's standard workday consists of eight (8) hours of labor per day, based on the local time zone where the Services are performed. Notwithstanding this standard, all Services will be delivered in accordance with applicable local labor laws. Oracle may deliver the Services during the following work shifts, as specified in Your order:
 - i. Standard Business Hours: Monday through Friday, between 8:00 am and 4:59 pm.
 - ii. Extended Business Hours: Monday through Saturday morning, after daily standard business hours, between 5:00 pm and 7:59 am.
 - iii. Weekend Hours: Saturday through Monday morning, between 8:00 am and 7:59 am.
 - iv. Holiday Hours: Any public holiday, between 12:00 am and 11:59 pm.
 - e. Configuration change requests may require a change request form ("CRF") and subsequent order document amendment ("ODA").
 - f. The following are not part of the Services and are considered out of scope:
 - i. Hardware installation.
 - ii. Network configuration.
 - iii. Custom report development.
 - iv. Custom interface development.
 - v. Third-party software and/or hardware configuration.
 - vi. Application(s) training.
 - vii. Project management.
 - viii. Anything not expressly identified in the Description of Services.

Oracle Restaurants Inventory Management Implementation and Configuration Cloud Service – Per Hour

Part Number: B89809

Description of Services

In accordance with the quantity of hours identified in Your order for Your Oracle application(s) (“Application”), Oracle will provide one or more of the following Services:

1. Implementation and Configuration

- a. Conduct a discovery and requirements gathering session (“Discovery”) to review Your Application(s) and identify the modules to be configured by Oracle.
- b. Provide a site survey to Your primary representative, with guidance on document completion.
- c. Conduct a remote session with Your primary representative to confirm all configuration information is completed in the site survey, by You.
- d. Configure Your Application(s) as mutually agreed to during Discovery.
- e. Train Your identified personnel on the use and administration of the Application(s).
- f. Functionally test the configuration performed in Section 1.d.
- g. Support Your user acceptance testing (“UAT”) of the Application(s) configuration.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

- a. Designate a primary representative(s) who will serve as Oracle’s primary point(s) of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work together with Oracle’s project manager to facilitate an efficient delivery of the Services.
- b. Provide access to Your location for the performance of the Services.
- c. Provide access to Your Application for the performance of the Services.
- d. Complete and return the site survey to Oracle as required.
- e. Identify and schedule Your personnel to attend all required training sessions, as identified in the Description of Services.
- f. For on-site training, You will provide a training room with internet access, access to all required Oracle products, LCD projector, white board or flip chart, and computers for all attendees (if required).
- g. For remote training, all attendees must have a phone and either have their own personal computers (“PC”) with internet connection or the ability to share the screen of a PC with internet connection.
- h. Complete all configuration following each training session, as mutually agreed to during Discovery.
- i. Conduct UAT for all configuration performed in the Description of Services.

2. Project Assumptions

- a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may cause delays to delivery of the Services.
- b. The Services will be performed either onsite, remotely, or both.
- c. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
- d. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.

- e. Oracle's standard workday consists of eight (8) hours of labor per day, based on the local time zone where the Services are performed. Notwithstanding this standard, all Services will be delivered in accordance with applicable local labor laws. Oracle may deliver the Services during the following work shifts, as specified in Your order:
 - i. Standard Business Hours: Monday through Friday, between 8:00 am and 4:59 pm.
 - ii. Extended Business Hours: Monday through Saturday morning, after daily standard business hours, between 5:00 pm and 7:59 am.
 - iii. Weekend Hours: Saturday through Monday morning, between 8:00 am and 7:59 am.
 - iv. Holiday Hours: Any public holiday, between 12:00 am and 11:59 pm.
- f. Application menus are required to be configured and active.
- g. Configuration changes may require a change request form ("CRF") and order document amendment ("ODA").
- h. The Services are intended to go-live at one time with no staged, multiple property, or phased go-live.
- i. Additional training sessions to accommodate larger teams or advanced training sessions may require a CRF and ODA.
- j. The following are not part of the Services and/or scope and are considered out of scope:
 - i. Hardware installation.
 - ii. Network configuration.
 - iii. Live support.
 - iv. Custom report development.
 - v. Custom interface development.
 - vi. Data migration from a previous inventory management solution.
 - vii. Project management.
 - viii. Anything not expressly identified in the Description of Services.

Oracle Restaurants Project Consultant Cloud Service – Per Hour

Part Number: B89771

Description of Services

In accordance with the quantity of hours identified in Your order for Your Oracle Restaurants application(s) ("Application"), Oracle will provide one or more of the following Services:

1. Project Consultancy.
 - a. Facilitate a project kickoff call with Your team to review the project scope.
 - b. Review Your Order Document with You to confirm Oracle Restaurants products and Services purchased.
 - c. Review and confirm projected implementation and go-live dates.
 - d. Track status of hardware purchased from Oracle.
 - e. Prepare project schedule and assign Oracle resources.
 - f. Provide travel information for Oracle resources traveling to Your location.
 - g. Facilitate mutually agreed to recurring calls to review progress and provide status updates.
 - h. Confirm project completion.

Your Cooperation and Project Assumptions

2. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Designate a primary representative(s) who will serve as Oracle's primary point(s) of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work together with Oracle's project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to Your Application(s) for the performance of the Services.
 - d. Schedule Your resources to work with or provide information to Oracle.
 - e. Schedule third-party vendors according to the project schedule, if required.
 - f. Advise Oracle of any delays or scheduling changes.
 - g. Complete and return all project sign off documentation.
3. Project Assumptions
 - a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may cause delays to delivery of the Services.
 - b. The Services will be performed either onsite, remotely, or both.
 - c. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
 - d. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability, or scheduling.
 - e. Oracle's standard workday consists of eight (8) hours of labor per day, based on the local time zone where the Services are performed. Notwithstanding this standard, all Services will be delivered in accordance with applicable local labor laws. Oracle may deliver the Services during the following work shifts, as specified in Your order:
 - i. Standard Business Hours: Monday through Friday, between 8:00 am and 4:59 pm.
 - ii. Extended Business Hours: Monday through Saturday morning, after daily standard business hours, between 5:00 pm and 7:59 am.
 - iii. Weekend Hours: Saturday through Monday morning, between 8:00 am and 7:59 am.
 - iv. Holiday Hours: Any public holiday, between 12:00 am and 11:59 pm.

ORACLE RESTAURANTS CLOUD HARDWARE STAGING SERVICES

Oracle Restaurants Workstation Staging Cloud Service

Part Number: B109345

Description of Services

Oracle will perform the following activities related to the Oracle Restaurants Symphony (“Symphony”) application for newly purchased Oracle hardware, in Your Oracle hosted Cloud environment:

Conduct the following activities for the preparation of up to one (1) Oracle Restaurants workstation with workstation stand and up to three (3) peripheral devices (“Hardware”) for make ready self-service installation at Your site.

1. Install the Symphony application.
2. Unit test the Hardware.
3. Include identification or instructional labels/documentation, as available, for each Hardware component.
4. Re-package Your Hardware components.
5. Ship Your Hardware to a mutually agreed to location using standard ground shipping options, at Oracle’s discretion.

Your Cooperation & Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Provide any necessary hardware and user credentials to support the Services.
 - b. Conduct all organizational change management activities including but not limited to corporate communications, business process changes, procedural or policy changes and business user readiness training.
 - c. Install Your Hardware components at the final location unless Services have otherwise been contracted with Oracle for such activities.
 - d. Have a separate order with Your integrated payments vendor for third-party software, hardware, non-Oracle configuration, training and support.
 - e. Provide all shipping information for the shipment of the Hardware.
2. Project Assumptions
 - a. The Services will be performed remotely.
 - b. Unit testing of the Hardware consists of confirmation of power on and basic operability at the time of staging.
 - c. Peripheral devices noted in Hardware may include any of the following items:
 - i. Receipt printer.
 - ii. Cash drawer(s).
 - iii. Europay, Mastercard, Visa (“EMV”) payment device.
 - iv. Card reader.
 - v. Barcode scanner.
 - vi. Biometric reader.
 - vii. Scale.
 - viii. Customer display.
 - ix. External power devices.

- d. EMV may include other Oracle certified payment partners and assumes vendor/ payment partner compatibility with Symphony and Oracle hardware. Visit the Oracle Cloud Marketplace web site for details about Oracle certified payments partners.
- e. You may initiate additional services via a separate service order with Oracle.
- f. The following are not part of the Services and are considered out of scope:
 - i. Network and wireless architecture, configuration, wiring and support.
 - ii. On-site Oracle purchased hardware installation.
 - iii. Third-party hardware.
 - iv. Anything not expressly identified in the Description of Services.

Oracle Restaurants Tablet Staging Cloud Service

Part Number: B109346

Description of Services

Oracle will perform the following activities related to the Oracle Restaurants Symphony (“Symphony”) application for newly purchased Oracle hardware, in Your Oracle hosted Cloud environment:

Conduct the following activities for the preparation of up to one (1) Oracle Restaurants tablet device and up to two (2) additional peripheral devices (“Hardware”) for make ready self-service installation at Your site.

1. Install the Symphony application.
2. Unit test the Hardware.
3. Include identification or instructional labels/documentation, as available, for each Hardware component.
4. Re-package Your Hardware components.
5. Ship Your Hardware to a mutually agreed to location using standard ground shipping options, at Oracle’s discretion.

Your Cooperation & Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Provide any necessary hardware and user credentials to support the Services.
 - b. Conduct all organizational change management activities including but not limited to corporate communications, business process changes, procedural or policy changes and business user readiness training.
 - c. Install Your Hardware components at the final location unless Services have otherwise been contracted with Oracle for such activities.
 - d. Provide all shipping information for the shipment of the Hardware.
2. Project Assumptions
 - a. The Services will be performed remotely.
 - b. Unit testing of the Hardware consists of confirmation of power on and basic operability at the time of staging.
 - c. Peripheral devices may include any of the following items:
 - i. Receipt printer.
 - ii. Cash drawer(s).
 - iii. Europay, Mastercard, Visa (“EMV”) payment device.
 - iv. Card reader.
 - v. Barcode scanner.
 - vi. Biometric reader.
 - vii. External power devices.

- d. You may initiate additional services via a separate service order with Oracle.
- e. The following are not part of the Services and are considered out of scope:
 - i. Network and wireless architecture, configuration, wiring and support.
 - ii. On-site Oracle purchased hardware installation.
 - iii. Third-party hardware.
 - iv. Anything not expressly identified in the Description of Services.

Oracle Restaurants All-in-one Staging Cloud Service

Part Number: B109347

Description of Services

Oracle will perform the following activities related to the Oracle Restaurants Symphony (“Symphony”) application for newly purchased Oracle hardware, in Your Oracle hosted Cloud environment:

Conduct the following activities for the preparation of up to one (1) Oracle Restaurants All-in-one (“AIO”) device (“Hardware”) for make ready self-service installation at Your site.

1. Install the Symphony application.
2. Unit test the Hardware.
3. Include identification or instructional labels/documentation, as available, for each Hardware component.
4. Re-package Your Hardware components.
5. Ship Your Hardware to a mutually agreed to location using standard ground shipping options, at Oracle’s discretion.

Your Cooperation & Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Provide any necessary hardware and user credentials to support the Services.
 - b. Conduct all organizational change management activities including but not limited to corporate communications, business process changes, procedural or policy changes and business user readiness training.
 - c. Install Your Hardware components at the final location unless Services have otherwise been contracted with Oracle for such activities.
 - d. Provide all shipping information for the shipment of the Hardware.
2. Project Assumptions
 - a. The Services will be performed remotely.
 - b. Unit testing of the Hardware consists of confirmation of power on and basic operability at the time of staging.
 - c. You may initiate additional services via a separate service order with Oracle.
 - d. The following are not part of the Services and are considered out of scope:
 - i. Network and wireless architecture, configuration, wiring and support.
 - ii. On-site Oracle purchased hardware installation.
 - iii. Third-party hardware.
 - iv. Anything not expressly identified in the Description of Services.

Oracle Restaurants Kitchen Display Staging Cloud Service

Part Number: B109348

Description of Services

Oracle will perform the following activities related to the Oracle Restaurants Symphony (“Symphony”) application for newly purchased Oracle hardware, in Your Oracle hosted Cloud environment:

Conduct the following activities for the preparation of up to one (1) Oracle Restaurants kitchen display controller (“KDS”) and up to two (2) additional peripheral devices (“Hardware”) for make ready self-service installation at Your site.

1. Install the Symphony application.
2. Unit test the Hardware.
3. Include identification or instructional labels/documentation, as available, for each Hardware component.
4. Re-package Your Hardware components.
5. Ship Your Hardware to a mutually agreed to location using standard ground shipping options, at Oracle’s discretion.

Your Cooperation & Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Provide any necessary hardware and user credentials to support the Services.
 - b. Conduct all organizational change management activities including but not limited to corporate communications, business process changes, procedural or policy changes and business user readiness training.
 - c. Install Your Hardware components at the final location unless Services have otherwise been contracted with Oracle for such activities.
 - d. Install Your KDS brackets/mounts as needed.
 - e. Provide all shipping information for the shipment of the Hardware.
2. Project Assumptions
 - a. The Services will be performed remotely.
 - b. Unit testing of the Hardware consists of confirmation of power on and basic operability at the time of staging.
 - c. Peripheral devices may include any of the following items:
 - i. Touchscreen or standard monitor.
 - ii. Bump bar.
 - iii. External power devices.
 - d. You may initiate additional services via a separate service order with Oracle.
 - e. The following are not part of the Services and are considered out of scope:
 - i. Network and wireless architecture, configuration, wiring and support.
 - ii. On-site Oracle purchased hardware installation.
 - iii. Third-party hardware.
 - iv. Anything not expressly identified in the Description of Services.

Oracle Restaurants Remote Printer Staging Cloud Service

Part Number: B109349

Description of Services

Oracle will perform the following activities related to the Oracle Restaurants Symphony (“Symphony”) application for newly purchased Oracle hardware, in Your Oracle hosted Cloud environment:

Conduct the following activities for the preparation of up to one (1) Oracle Restaurants remote printer (“Hardware”) for make ready self-service installation at Your site.

1. Unbox and unit test the Hardware.
2. Include identification or instructional labels/documentation, as available, for each Hardware component.
3. Re-package Your Hardware components.
4. Ship Your Hardware to a mutually agreed to location using standard ground shipping options, at Oracle’s discretion.

Your Cooperation & Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Provide any necessary hardware and user credentials to support the Services.
 - b. Conduct all organizational change management activities including but not limited to corporate communications, business process changes, procedural or policy changes and business user readiness training.
 - c. Install Your Hardware components at the final location unless Services have otherwise been contracted with Oracle for such activities.
 - d. Provide all shipping information for the shipment of the Hardware.
2. Project Assumptions
 - a. The Services will be performed remotely.
 - b. Unit testing of the Hardware consists of confirmation of power on and basic operability at the time of staging.
 - c. You may initiate additional services via a separate service order with Oracle.
 - d. The following are not part of the Services and are considered out of scope:
 - i. Network and wireless architecture, configuration, wiring and support.
 - ii. On-site Oracle purchased hardware installation.
 - iii. Third-party hardware.
 - iv. Anything not expressly identified in the Description of Services.

SIMPHONY CLOUD ASSIST

Oracle Symphony Cloud Assist Service

Part Number: B97170

Description of Services

Oracle will provide You with the following assistance and guidance for Your Oracle Symphony Cloud Service listed in Your order for a single property ("Services"), during the Services Period, as specified in Your order:

1. Oracle Symphony Cloud Service, Essentials Edition

The following Services are applicable if you have contracted for the Oracle Symphony Cloud Service, Essentials Edition ("Essentials"):

a. Initial Install:

- i. Conduct a configuration requirements session with Your designated project team to review the site survey that is to be completed by You.
- ii. Provide an export of the menu item names and prices for You to validate spelling and pricing.
- iii. Install the Essentials configuration client on Your personal computer ("PC").
- iv. Review the menu item configuration and modify any configuration(s) not matching the site survey requirements.
- v. Provide You with up to four (4) hours of remote guidance on the use of Essentials for Your Users and administration team.

b. Ongoing Configuration Assistance:

Annually, for up to eight (8) requests containing up to thirty (30) Item(s) changes, Oracle will provide the following assistance:

- i. Configure menus, sales updates, modifiers, page design, employee setup, time and attendance, printing, standard reports, and/or eBusiness modules (collectively, the "Items").
- ii. Configure any newly purchased Oracle hardware that is supported by Essentials and provide guidance on Your installation of such hardware.
- iii. Configure Your new payments configuration and provide guidance on Your functional testing.
- iv. Configure Symphony Essentials Transaction Services for use with third-party application integration(s).

c. Guidance Related Services:

Annually, for up to two (2) sessions totaling up to two (2) hours each, Oracle will provide the following assistance:

- i. Provide guidance and advice on Your configuration and use of Your Oracle applications.

d. Essentials Upgrade Assistance:

Annually, for up to two (2) requests, Oracle will provide the following upgrade assistance:

- i. Configure Your client device for the upgrade.
- ii. Upgrade Your client devices at Your one (1) property to the version within Your Oracle Symphony Cloud environment.
- iii. Provide guidance on Your functional testing of the upgrade identified above.
- iv. Provide up to one (1) hour of remote assistance per upgrade.

2. Oracle Symphony Cloud Service

The following Services are applicable if you have contracted for the Oracle Symphony Cloud Service ("Symphony"):

a. Ongoing Configuration Assistance:

Annually, for up to eight (8) requests containing up to thirty (30) Item(s) changes, Oracle will provide the following assistance:

- i. Configure menus, sales updates, modifiers, page design, employee setup, time and attendance, printing, standard reports, and/or eBusiness modules (collectively, the "Items").

- ii. Configure any newly purchased Oracle hardware that is supported by Symphony and provide guidance on Your installation of such hardware.
- iii. Configure Your new payments configuration and provide guidance on Your functional testing.
- iv. Configure Symphony Transaction Services for use with third-party application integration(s).
- b. Guidance Related Services:
Annually, for up to two (2) sessions totaling up to two (2) hours each, Oracle will provide the following assistance:
 - i. Provide guidance and advice on Your configuration and use of Your Oracle applications.
- c. Simphony Upgrade Assistance:
Annually, for up to two (2) requests, Oracle will provide the following upgrade assistance:
 - i. Configure Your workstation for the upgrade.
 - ii. Upgrade Your client devices at Your one (1) property to the version within Your Oracle Simphony Cloud environment.
 - iii. Provide guidance on Your functional testing of the upgrade identified above.
 - iv. Provide up to one (1) hour of remote assistance per upgrade.

Your Cooperation and Project Assumptions

1. Your Cooperation.

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

- a. Obtain and maintain the applicable Oracle Simphony Cloud Service during the Service Period.
- b. Designate a primary representative(s) who will serve as Oracle's primary point(s) of contact and have authority to make decisions regarding the Services. This representative shall work together with Oracle's project manager to facilitate an efficient delivery of Services.
- c. Provide access to Your location for the performance of the Services.
- d. Provide access to Your Application(s) for the performance of the Services.
- e. Oracle Simphony Cloud Service, Essentials Edition.
 - i. Complete all prerequisite E-Learning prior to the commencement of Services.
 - ii. Provide a completed version of the site survey approved by You, no less than five (5) business days after the configuration requirements call.
 - iii. Validate all required data that will be loaded into Your test and production environments.
 - iv. Install Your Oracle hardware.
 - v. Provide the PC identified in Section 1.A.3, above.
 - vi. Ensure Your points of contact enable the following:
 - 1. Remote access for Oracle to perform the Services for the duration of the Services Period.
 - 2. Network access and communications between the applicable servers and databases for Oracle to perform the Services.
 - 3. User rights to access the cloud production environment(s) for the Services.
 - vii. Provide to Oracle the details for the configuration-related changes no later than seven (7) calendar days prior to the go-live of such configuration updates in a format mutually agreed upon.
 - viii. Make a representative from Your organization available during each upgrade schedule period.
 - ix. Conduct the functional testing of the upgrade.
 - x. Prepare Your POS configuration for the Services prior to the commencement of Services, including, without limitation, the following:
 - 1. User acceptance testing of Your POS customizations, extensions or integrations.
 - 2. Operating system updates for Your POS Client Devices.
 - 3. Network and/or firewall updates required to support the functionality of the POS.

f. Oracle Symphony Cloud Service.

- i. Ensure Your points of contact enable the following:
 1. Remote access for Oracle to perform the Services for the duration of the Services Period.
 2. Network access and communications between the applicable servers and databases for Oracle to perform the Services.
 3. User rights to access the cloud production environment(s) for the Services.
- ii. Provide to Oracle the details for the configuration-related changes no later than seven (7) calendar days prior to the go-live of such configuration updates in a format mutually agreed upon.
- iii. Make a representative from Your organization available during each upgrade schedule period.
- iv. Conduct the functional testing of the upgraded POS hardware identified in the Description of Services.
- v. Prepare Your POS configuration for the Services prior to the commencement of Services, including, without limitation, the following:
 1. User acceptance testing of Your POS customizations, extensions or integrations.
 2. Operating system updates for Your POS Client Devices.
 3. Network and/or firewall updates required to support the functionality of the POS.

2. Project Assumptions

- a. The Services will be performed remotely.
- b. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
- c. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
- d. All configuration-related Services will be for standard application configuration as defined on docs.oracle.com.
- e. Any configuration performed by Oracle will be limited to standard functionality as described on docs.oracle.com.
- f. Any configuration to support a third-party integration will be based upon such third-party integration being an approved and supported solution documented on docs.oracle.com.
- g. For Services relating to Essentials, the operating system platform on Your Client Devices will not change as a part of the Services.

Unused Services

Any Services not used within the Services Period set forth in Your order will be automatically forfeited by You, with no further action required of either party. You will not be entitled to a refund, or credit toward additional or other services, for any unused portion of the fees paid for any unused Services.

Oracle Symphony Cloud Assist Services – Per Hour

Part Number: B90309

Description of Services

You have ordered the quantity of hours identified in Your order for the Oracle Restaurants Enterprise Configuration Managed Cloud Services related to the configuration and testing of Your Oracle Restaurants deployment(s). The Services may include assistance with the following:

1. Software Configuration and Testing
 - a. Conduct a discovery session to discuss the requirements for the configuration of Your Oracle deployment.
 - b. Assist You with configuring menus, sales updates, modifiers, page design, employee setup, time and attendance, printing, standard reports, and eBusiness modules.
 - c. Assist You with testing the configuration, printing, and reporting.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Designate a primary representative(s) who will serve as Oracle's primary point(s) of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work together with Oracle's project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to Your Application(s) for the performance of the Services.
 - d. Provide access to site personnel who are best able to provide information needed to perform software configuration.
 - e. Perform software upgrades as required by Oracle to support the performance of the Services.
 - f. Maintain a test environment and validate the Services, as requested by Oracle, in such test environment prior to the deployment of changes to Your production environment.
 - g. Provide any notices and obtain any consents required for Oracle to perform the Services.
 - h. Limit Oracle's access to any production environment or shared development environments to the extent necessary for Oracle to perform the Services.
 - i. Restrict Oracle's access to any content or information that imposes privacy, security or regulatory obligations.
 - j. If while performing Services Oracle requires access to other vendors' products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
2. Project Assumptions
 - a. The Services will be performed remotely. Service Requests will be processed in accordance with the primary service hours, which are Monday through Friday 9.00am to 5.00pm local time, excluding public holidays.
 - b. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
 - c. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
 - d. When relevant to the scope of the Services provided under this order, Oracle will install Your Oracle Restaurants fiscal layer (integration) in accordance with the Oracle Restaurants Fiscal Layer Installation Guide applicable to Your region.
 - e. Any request for modification to the Services requires entering into a new order.

- f. The following are not part of the Services and are considered out of scope:
 - i. Configuration or training of third-party applications.
 - ii. Project management.
 - iii. Physical hardware installation.
 - iv. Custom report development.
 - v. Customizations, enhancements, modifications, localizations, or interfaces of the Oracle Product(s).
 - vi. Network and wireless architecture, configuration, wiring and support.
 - vii. Any other services not expressly identified herein.

Oracle Symphony Cloud Assist Annual Service

Part Number: B111400

Description of Services

During a period of twelve (12) months from the ordering document effective date (the “Services Period”), Oracle will provide You with the following assistance and guidance for Your Oracle Symphony Cloud Service listed in Your order for a single property (“Services”), during the Services Period, as specified in Your order:

1. Oracle Symphony Cloud Service

The following Services are applicable if You have contracted for the Oracle Symphony Cloud Service (“Symphony”):

a. Ongoing Configuration Assistance:

For up to eight (8) requests, containing up to thirty (30) Item(s) (defined below) changes per request, Oracle will provide the following assistance:

- i. Configure menus, sales updates, modifiers, page design, employee setup, time and attendance, printing, standard reports, and/or eBusiness modules (collectively, the “Items”).
- ii. Configure any newly purchased Oracle hardware that is supported by Symphony and provide guidance on Your installation of such hardware.
- iii. Configure Your new payments configuration and provide guidance on Your functional testing.
- iv. Configure Symphony Transaction Services for use with third-party application integration(s).

b. Symphony Upgrade Assistance:

For up to two (2) requests, Oracle will provide the following upgrade assistance:

- i. Configure Your workstation for the upgrade.
- ii. Upgrade Your client devices at one (1) of Your properties to the version within Your Oracle Symphony Cloud environment.
- iii. Provide guidance on Your functional testing of the upgrade identified above.

Your Cooperation and Project Assumptions

1. Your Cooperation.

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

- a. Obtain and maintain the applicable Oracle Symphony Cloud Service during the Service Period.
- b. Designate a primary representative who will serve as Oracle’s primary point of contact and have authority to make decisions regarding the Services. This representative shall work together with Oracle’s project manager to facilitate an efficient delivery of Services.
- c. Provide access to Your Application(s) for the performance of the Services.

d. Oracle Symphony Cloud Service.

- i. Ensure Oracle has the following:
 1. Remote access to perform the Services for the duration of the Services Period.
 2. Network access and communications between the applicable servers and databases for Oracle to perform the Services.
 3. User rights to access the cloud production environment(s) for the Services.
- ii. Provide to Oracle the details for the configuration-related changes no later than seven (7) calendar days prior to the go-live of such configuration updates in a format mutually agreed upon by the parties.
- iii. Ensure a representative from Your organization available during each scheduled upgrade period.
- iv. Conduct the functional testing of the upgraded POS hardware identified in the Description of Services.
- v. Prepare Your POS configuration for the Services prior to the commencement of Services, including, without limitation, the following:
 1. User acceptance testing of Your POS customizations, extensions or integrations.
 2. Operating system updates for Your POS Client Devices.
 3. Network and/or firewall updates required to support the functionality of the POS.

2. Project Assumptions

- a. The Services will be performed remotely.
- b. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
- c. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability, or scheduling.
- d. All configuration-related Services will be for standard application configuration as defined on docs.oracle.com.
- e. Any configuration performed by Oracle will be limited to standard functionality as described on docs.oracle.com.
- f. Any configuration to support a third-party integration will be based upon such third-party integration being an approved and supported solution documented on docs.oracle.com.

Unused Services

Any Services not used within the Services Period set forth in Your order will be automatically forfeited by You, with no further action required of either party. You will not be entitled to a refund, or credit toward additional or other services, for any unused portion of the fees paid for any unused Services.

SIMPHONY INSTALLATION STARTER KIT AND ADDITIONAL SERVICES

Oracle Symphony Cloud Installation Starter Kit - Standard

Part Number: B91241

Description of Services

Over a period of up to twenty (20) continuous person days from project start to project completion ("Service Period"), Oracle will perform the following services related to the project consulting, installation, training and configuration of the suite of Symphony Cloud applications listed in Your order for a Symphony Point of Sale ("POS"), Kitchen Display System ("KDS"), Credit Card Interface, and Reporting Analytics Implementation in Oracle Cloud for a single property ("Services"):

1. Project Consultancy
 - a. Facilitate a kickoff call with Your team to review the scope of the Services.
 - b. Confirm that You procured the necessary Symphony Applications and Symphony Cloud Services necessary for Oracle to perform the Services.
 - c. Discuss estimated implementation dates, including the proposed Oracle Symphony Cloud go-live date.
 - d. Discuss the hardware prerequisites to support Your Oracle Symphony Cloud implementation.
 - e. Prepare a project implementation schedule for Oracle resources.
 - f. Assign Oracle implementation resources.
 - g. Provide travel information for resources traveling to Your location.
 - h. Facilitate mutually agreed recurring project status calls to track progress.
 - i. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of the Symphony Cloud Application
 - a. Conduct a discovery and requirements gathering session ("Discovery") with Your designated project team to review the site survey that is to be completed by You.
 - b. Assist with configuring Your system based on the data entered in the site survey, through the Oracle Remote Programming Services team.
3. Testing and Pre-Production Assistance
 - a. Provide an export of the menu item names and prices for You to validate spelling and pricing.
 - b. Provide up to two (2) consecutive hours of remote assistance to review Your menu item data and modify configuration errors, as identified by You.
 - c. Install remotely the Enterprise Management Console ("EMC") Client on Your provided personal computer ("PC") to enable configuration review of Your data.
 - d. Provide up to eight (8) consecutive hours of assistance to install and configure the Oracle Symphony client application and a single supported fiscal solution, if defined in the site survey, on Your Oracle hardware equipment at Your location. Transition to Your production environment, as part of this assistance.
 - e. Conduct an environment readiness session with Your designated project team to review network infrastructure readiness and completion of user acceptance testing, to confirm go live readiness.
4. Onsite or Remote Go Live Assistance
 - a. Provide up to four (4) consecutive hours of on-site or remote production go live assistance during the Services Period for Your users and administration team; or
 - b. Provide, upon Your production environment becoming live, up to two (2) consecutive hours of remote assistance during the Services Period to review Your configuration and reporting, and make recommendations for modifications based on Your business processes.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Designate a primary representative(s) who will serve as Oracle's primary point(s) of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work together with Oracle's project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to Your Application(s) for the performance of the Services.
 - d. Complete all Symphony Applications E-Learning, available at Oracle University, prior to go live.
 - e. Provide a completed site survey within five (5) business days after Discovery.
 - f. Validate all required data that will be loaded into Your Symphony Applications.
 - g. Enable the following prior to the commencement of Services:
 - i. Remote access for Oracle to perform the Services for the duration of the Services Period.
 - ii. Network access and communications between the applicable servers and databases for Oracle to perform the Services.
 - iii. User rights to access the cloud production environment(s) for the Services.
 - h. Maintain network connectivity between Your environment and any third-party applications and/or websites.
2. Project Assumptions
 - a. A person day is defined as one (1) Oracle resource working up to eight (8) hours.
 - b. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
 - c. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
 - d. When relevant to the scope of the Services provided under this order, Oracle will install Your Oracle Restaurants fiscal layer (integration) in accordance with the Oracle Restaurants Fiscal Layer Installation Guide applicable to Your region.
 - e. The Services will be limited to the following:
 - i. Up to four (4) Symphony revenue centers.
 - ii. Up to six (6) Oracle devices including any combination of workstations with peripherals, tablets with peripherals and/or all-in-one ("AIO") devices, as applicable.
 - iii. Up to four (4) Oracle kitchen display system ("KDS") devices and peripherals.
 - f. The following are not part of the Services and are considered out of scope:
 - i. Configuration, troubleshooting or training of third-party applications.
 - ii. Integrations, customizations, or non-standard interfaces not identified and agreed to in the site survey.
 - iii. Change management, policies and procedures, business processes and end-user documentation.
 - iv. Post-production support beyond what is set forth in section 4.b of the Description of Services.
 - v. Design, build and execute change management communications.
 - vi. Functional or configuration changes beyond the project scope set forth in the Description of Services.
 - vii. Oracle led Applications training.
 - viii. Network and wireless architecture, configuration, wiring and support.
 - ix. Any other services not expressly identified herein.

Upon completion of the Services, Oracle will provide You with a completion certificate. The Services will be deemed accepted if You do not provide written notice to Oracle, describing how the Services do not conform to the Description of Services as set forth above, within five (5) business days of receipt of the completion certificate.

Unused Services

Any Services not used within the Services Period set forth in Your order will be automatically forfeited by You, with no further action required of either party. You will not be entitled to a refund, or credit toward additional or other services, for any unused portion of the fees paid for any unused Services.

Oracle Symphony Cloud Installation Starter Kit - Hotel

Part Number: B92953

Description of Services

Over a period of up to twenty (20) continuous person days from project start to project completion ("Service Period"), Oracle will perform the following services related to the project consulting, installation, training and configuration of the suite of Symphony Cloud applications listed in Your order for a Symphony Point of Sale ("POS"), Kitchen Display System ("KDS"), Credit Card Interface and Reporting and Analytics ("Symphony Applications") implementation in the Oracle Cloud for a single property ("Services"):

1. Project Consultancy.
 - a. Facilitate a kickoff call with Your team to review the scope of the Services.
 - b. Confirm that You procured the necessary Symphony Applications and Symphony Cloud Services necessary for Oracle to perform the Services.
 - c. Discuss estimated implementation dates; including the proposed Symphony Applications go-live date.
 - d. Discuss the hardware prerequisites to support Your Symphony Cloud implementation.
 - e. Prepare a project implementation schedule for Oracle resources.
 - f. Assign Oracle implementation resources.
 - g. Provide travel information for resources traveling to Your location.
 - h. Facilitate mutually agreed recurring project status calls to track progress.
 - i. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of the Symphony Applications.
 - a. Conduct a discovery and requirements gathering session ("Discovery") with Your designated project team to review the site survey that is to be completed by You.
 - b. Assist with configuring Your system based on the data entered in the site survey, through the Oracle Remote Programming Services team.
3. Testing and Pre-Production Assistance.
 - a. Provide an export of the menu item names and prices for You to validate spelling and pricing.
 - b. Provide up to two (2) consecutive hours of remote assistance to review Your menu item data and modify configuration errors, as identified by You.
 - c. Provide up to four (4) consecutive hours to configure the Symphony Applications to support the interface to Your standard property management system ("PMS") application.
 - d. Install the Enterprise Management Console ("EMC") application on Your provided personal computer to enable configuration review of Your data.
 - e. Provide up to eight (8) consecutive hours of assistance to install and configure the Oracle Symphony client application and a single supported fiscal solution, if defined in the site survey, on Your Oracle hardware equipment at Your location. Transition it to Your production environment as part of this assistance.
 - f. Conduct an environment readiness session with Your designated project team to confirm go live readiness.

4. Onsite or Remote Go Live Assistance.
 - a. Provide up to four (4) consecutive hours of remote or on-site production go live assistance during the Services Period for Your users and administration team; or
 - b. Provide, upon Your production environment becoming live, up to two (2) consecutive hours of remote assistance during the Services Period to review Your configuration and reporting, and make recommendations for modifications based on Your business processes.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Designate a primary representative(s) who will serve as Oracle's primary point(s) of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work together with Oracle's project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to Your Application(s) for the performance of the Services.
 - d. Complete all Symphony Applications E-Learning, available at Oracle University, prior to go-live.
 - e. Provide a completed site survey within five (5) business days after Discovery.
 - f. Validate all required data that will be loaded into Your Symphony Applications.
 - g. Validate all Symphony Applications' configuration required to support Your PMS interface.
 - h. Maintain connectivity between Your environment and any third-party applications and/or websites.
 - i. Enable the following prior to the commencement of Services:
 - i. Remote access for Oracle to perform the Scope for the duration of the Professional Service Period.
 - ii. Network access and communications between the applicable servers and databases for Oracle to perform the Services.
 - iii. User rights to access the Symphony Applications as required for the performance of Services.
2. Project Assumptions
 - a. A person day is defined as one (1) Oracle resource working up to eight (8) hours.
 - b. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
 - c. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
 - d. When relevant to the scope of the Services provided under this order, Oracle will install Your Oracle Restaurants fiscal layer (integration) in accordance with the Oracle Restaurants Fiscal Layer Installation Guide applicable to Your region.
 - e. The PMS identified in the Description of Services is for any PMS applications that have Oracle-validated interfaces to Oracle Symphony Cloud ("standard").
 - f. The Services will be limited to the following:
 - a. Up to six (6) Symphony revenue centers.
 - b. Up to six (6) Oracle devices including any combination of workstations with peripherals, tablets with peripherals and/or all-in-one ("AIO") devices.
 - c. Up to four (4) KDS devices with peripherals.

- g. The following are not part of the Services and are considered out of scope:
 - i. Configuration, troubleshooting or training of third-party applications.
 - ii. Integrations, customizations, or non-standard interface not identified and agreed to in the site survey.
 - iii. Change management, policies and procedures, business processes and end-user documentation.
 - iv. Post-production support beyond what is set forth in the Services.
 - v. Design, build and execute change management communications.
 - vi. Functional or configuration changes beyond the project scope set forth in the Description of Services.
 - vii. Oracle led Applications training.
 - viii. Network and wireless architecture, configuration, wiring and support.
 - ix. Any other Services not expressly identified herein.

Upon completion of the Services, Oracle will provide You with a completion certificate. The Services will be deemed accepted if You do not provide written notice to Oracle, describing how the Services do not conform to the Description of Services as set forth above, within five (5) business days of receipt of the completion certificate.

Unused Services

Any Services not used within the Services Period set forth in Your order will be automatically forfeited by You, with no further action required of either party. You will not be entitled to a refund, or credit toward additional or other services, for any unused portion of the fees paid for any unused Services.

Oracle Symphony Cloud Inventory Management Configuration Service

Part Number: B93635

Description of Services

Oracle will perform the following services related to Inventory Management (“Inventory”) in Your Symphony Cloud Service for a single property environment (“Services”):

1. Project Consultancy
 - a. Facilitate a kickoff call with Your team to review the scope of the Services.
 - b. Confirm Your Services order.
 - c. Discuss estimated implementation dates including the proposed Inventory go-live date.
 - d. Discuss pre-requisites to support Your Inventory implementation.
 - e. Provide You with a site survey that is to be completed by You.
 - f. Prepare a project implementation schedule for Oracle resources.
 - g. Assign Oracle implementation resources.
 - h. Facilitate mutually agreed upon recurring project status calls to track progress.
 - i. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of Inventory
 - a. Conduct a discovery and requirements gathering session (“Discovery”) to review the site survey.
 - b. Assist with the following configuration items based on the menu item and master data entered by You into the site survey:
 - i. Base configuration of Inventory.
 - ii. Import and review of the menu items and master data.
 - iii. Configure up to three (3) standard user roles and one (1) each of system admin, store manager, and warehouse users.
 - iv. Configure one (1) logo, one (1) cost center to revenue center link and synchronize to Oracle Restaurants Reporting Analytics.
 - v. Review imported menu items and recipe links.

3. Training.
 - a. Provide Inventory training to Your designated administrators.
4. Configuration and Pre-Production Data Validation
 - a. Assist with reviewing the following configuration items completed by You:
 - i. Up to ten (10) inventory item configurations.
 - ii. Up to ten (10) store unit configurations.
 - iii. Up to twenty (20) purchase order and store unit configurations.
 - iv. Up to twenty (20) recipe link configurations.
 - v. Up to five (5) vendor configurations.
 - vi. Up to ten (10) vendor purchase catalog configurations.
 - vii. Up to five (5) list configurations.
 - viii. Up to twenty (20) count unit configurations.
5. Production Cut-Over Assistance
 - a. Assist with the following items related to Your production go-live period:
 - i. Entering and using purchase orders.
 - ii. Entry and use of inventory counts.
 - iii. Creation and use of scheduler jobs.
 - iv. General use of standard Inventory features and functionality.
6. Post-Production Cut-Over Assistance
 - a. Assist with the following items related to Your post-production cut-over:
 - i. Standard inventory reports.
 - ii. General use of standard inventory features and functionality.
 - iii. Review Your configuration and reporting, and make recommendations for modifications based on Your business processes.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply to You in addition to those in the Policies:
 - a. Designate a primary representative(s) who will serve as Oracle's primary point(s) of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work together with Oracle's project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to Your Application(s) for the performance of the Services.
 - d. Provide a completed version of the site survey prepared by You, within five (5) business days of Discovery.
 - e. Validate all required data that will be loaded into Your single property environment.
 - f. Complete Application-specific configuration as mutually agreed to by the parties during the kickoff call.
 - g. Conduct user acceptance testing ("UAT") for all configuration performed in the Description of Services above.
 - h. Maintain network connectivity between Your environment and any third-party applications and/or websites.
 - i. Enable the following, prior to the commencement of the Services:
 - i. Remote access for Oracle to perform the Services for the duration of the Services Period.
 - ii. Network access and communications between the applicable servers and databases for Oracle to perform the Services.
 - iii. User rights to access the cloud production environment(s) for the Services.
2. Project Assumptions
 - a. The Services will be performed remotely.
 - b. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.

- c. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
- d. All relevant menu items are configured and active.
- e. The following are not part of the Services and are considered out of scope:
 - i. Configuration, troubleshooting or training of third-party applications.
 - ii. Integrations, customizations, or non-standard interfaces not identified and agreed to in the site survey.
 - iii. Change management, policies and procedures, business processes and end-user documentation.
 - iv. Post-production cut-over assistance beyond what is set forth in section 6.a of the Description of Services.
 - v. Design, build and execute change management communications.
 - vi. Functional or configuration changes beyond the project scope set forth in the Description of Services above.
 - vii. Business-to-Business integrations ("B2B").
 - viii. Exports for inventory and/or close financial period.
 - ix. Inventory Master Data Web Services.
 - x. Inventory Mobile Solution Web Services.
 - xi. Network and wireless architecture, configuration, wiring and support.
 - xii. Any other Services not expressly identified herein.

Upon completion of the Services, Oracle will provide You with a completion certificate. The Services will be deemed accepted if You do not provide written notice to Oracle, describing how the Services do not conform to the Description of Services as set forth above, within five (5) business days of receipt of the completion certificate.

Unused Services

Any Services not used within the Services Period set forth in Your order will be automatically forfeited by You, with no further action required of either party. You will not be entitled to a refund, or credit toward additional or other services, for any unused portion of the fees paid for any unused Services.

Oracle Symphony Cloud Kitchen Display Configuration Service

Part Number: B93052

Description of Services

Oracle will perform the following services related to Kitchen Display System ("KDS") for Your Oracle Symphony Cloud Service for a single property environment (the "Services"):

1. Project Consultancy.
 - a. Facilitate a kickoff call with Your team to review the scope of the Services.
 - b. Discuss estimated implementation dates, including the proposed go live date.
 - c. Discuss the hardware prerequisites to support Your KDS implementation.
 - d. Prepare a project implementation schedule for Oracle resources.
 - e. Assign Oracle implementation resources.
 - f. Facilitate mutually agreed upon recurring project status calls to track progress.
 - g. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of KDS.
 - a. Conduct a discovery and requirements gathering session ("Discovery") to review the site survey that is to be completed by You, for Your KDS configuration.
 - b. Assist with the configuration of up to three (3) KDS controllers with up to three (3) KDS peripheral devices per KDS controller, based on the data entered in the site survey.

3. Hardware Installation Assistance.
 - a. Provide up to two (2) consecutive hours of remote guidance to support the installation of Your KDS hardware devices.
4. Training.
 - a. Provide up to two (2) consecutive hours to train Your identified personnel on the use and administration of KDS.
5. Live Support.
 - a. Provide up to two (2) consecutive hours of remote live support assistance to provide guidance on Your KDS use and configuration.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply to You in addition to those in the Policies:
 - a. Designate a primary representative(s) who will serve as Oracle's primary point(s) of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work together with Oracle's project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to Your Application(s) for the performance of the Services.
 - d. Provide a completed site survey prepared by You within five (5) business days after Discovery.
 - e. Install Your KDS brackets/mounts as needed.
 - f. Train Your end users on KDS functionality and reporting.
 - g. Conduct user acceptance testing ("UAT") for all configuration performed in the Description of Services above.
 - h. Maintain connectivity between Your environment and any third-party applications and/or websites.
 - i. Enable the following prior to the commencement of the Services:
 - i. Remote access for Oracle to perform the Services for the duration of the Services Period; and
 - ii. Network access and communications between the applicable servers and databases for Oracle to perform the Services; and
 - iii. User rights to access the Symphony Applications for the Services.
2. Project Assumptions
 - a. The Services will be performed remotely.
 - b. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
 - c. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
 - d. KDS is being added to one (1) revenue center that is configured, active and in use.
 - e. Menu items related to KDS are configured, active and in use.
 - f. KDS peripheral devices listed in the Description of Services may include any of the following items:
 - i. Touchscreen or conventional monitor.
 - ii. Bump bar.
 - iii. External power supply.
 - g. The following are not part of the Services and are considered out of scope:
 - i. Configuration, troubleshooting or training of third-party applications.
 - ii. Integrations, customizations, or non-standard interfaces not identified and mutually agreed to in the site survey.
 - iii. Change management, policies and procedures, business processes and end-user documentation.
 - iv. Functional or configuration changes beyond the project scope set forth in the Description of Services.
 - v. Any on-site services.
 - vi. Network and wireless architecture, configuration, wiring and support.
 - vii. Any other services not expressly identified herein.

Upon completion of the Services, Oracle will provide You with a completion certificate. The Services will be deemed accepted if You do not provide written notice to Oracle, describing how the Services do not conform to the Description of Services as set forth above, within five (5) business days of receipt of the completion certificate.

Unused Services

Any Services not used within the Services Period set forth in Your order will be automatically forfeited by You, with no further action required of either party. You will not be entitled to a refund, or credit toward additional or other services, for any unused portion of the fees paid for any unused Services.

Oracle Symphony Cloud Labor Management Configuration Service

Part Number: B93053

Description of Services

Oracle will perform the following services related to Labor Management ("LM") for Your Symphony Cloud Service for a single property environment (the "Services"):

1. Project Consultancy.
 - a. Facilitate a kickoff call with Your team to review the scope of the Services.
 - b. Discuss estimated implementation dates including the proposed go live date.
 - c. Prepare a project implementation schedule for Oracle resources.
 - d. Assign Oracle implementation resources.
 - e. Facilitate mutually agreed upon recurring project status calls to track progress.
 - f. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of LM.
 - a. Conduct a discovery and requirements gathering session ("Discovery") to review the site survey that is to be completed by You for Your LM configuration.
 - b. Assist with configuring Your LM application for clocking in/out functionality, based on the data entered in the site survey.
3. Training.
 - a. Provide up to two (2) consecutive hours to train Your identified personnel on the use and administration of LM.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply to You in addition to those in the Policies:
 - a. Designate a primary representative who will serve as Oracle's primary point of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work together with Oracle's project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to Your Application(s) for the performance of the Services.
 - d. Provide a completed site survey prepared by You within five (5) business days after Discovery.
 - e. Complete Application-specific configuration as mutually agreed to during Discovery.
 - f. Train Your end users on LM functionality and reporting.
 - g. Conduct user acceptance testing (UAT) for all configuration performed in the Description of Services.
 - h. Maintain connectivity between Your environment and any third-party applications and/or websites.
 - i. Enable the following prior to the commencement of the Services:
 - i. Remote access for Oracle to perform the Services for the duration of the Services Period.
 - ii. Network access and communications between the applicable servers and databases for Oracle to perform the Services.
 - iii. User rights to access the Symphony Applications for the Services.

2. Project Assumptions

- a. The Services will be performed remotely.
- b. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
- c. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
- d. The following are not part of the Services and are considered out of scope:
 - i. Configuration, troubleshooting or training of third-party applications.
 - ii. Integrations, customizations, or non-standard interfaces not mutually agreed to by the parties.
 - iii. Change management, policies and procedures, business processes and end-user documentation.
 - iv. Functional or configuration changes not explicitly set forth in the Description of Services.
 - v. Live support.
 - vi. Any on-site services.
 - vii. Network and wireless architecture, configuration, wiring and support.
 - viii. Any other services not expressly identified herein.

Upon completion of the Services, Oracle will provide You with a completion certificate. The Services will be deemed accepted if You do not provide written notice to Oracle, describing how the Services do not conform to the Description of Services as set forth above, within five (5) business days of receipt of the completion certificate.

Unused Services

Any Services not used within the Services Period set forth in Your order will be automatically forfeited by You, with no further action required of either party. You will not be entitled to a refund, or credit toward additional or other services, for any unused portion of the fees paid for any unused Services.

Oracle Symphony Cloud Transaction Services Configuration Service

Part Number: B93054

Description of Services

Oracle will perform the following services related to Symphony Transaction Services ("STS") for Your Oracle Symphony Cloud Service for a single property environment (the "Services"):

1. Project Consultancy.
 - a. Facilitate a kickoff call with Your team to review the scope of the Services.
 - b. Discuss estimated implementation dates including the proposed go live date.
 - c. Discuss prerequisites to support Your implementation.
 - d. Facilitate mutually agreed upon recurring project status calls to track progress.
 - e. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of STS.
 - a. Conduct a discovery and requirements gathering session ("Discovery") to review the site survey that is to be completed by You for Your STS configuration.
 - b. Assist with STS configuration based on the data entered in the site survey.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply to You in addition to those in the Policies:
 - a. Designate a primary representative(s) who will serve as Oracle's primary point(s) of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work together with Oracle's project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to Your Application(s) for the performance of the Services.
 - d. Provide a completed site survey prepared by You within five (5) business days after Discovery.
 - e. Have a separate order with Your third-party vendor.
 - f. Conduct user acceptance testing ("UAT") for all configuration performed in the Description of Services above, with Your third-party vendor.
 - g. Maintain connectivity between Your environment and any third-party applications and/or websites.
 - h. Enable the following prior to the commencement of the Services:
 - i. Remote access for Oracle to perform the Services for the duration of the Services Period.
 - ii. Network access and communications between the applicable servers and databases for Oracle to perform the Services.
 - iii. User rights to access the Symphony Applications for the Services.
2. Project Assumptions
 - a. The Services will be performed remotely.
 - b. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
 - c. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
 - d. After STS configuration completion, Your vendor implements their own solution without Oracle involvement.
 - e. The following are not part of the Services and are considered out of scope:
 - i. Configuration, troubleshooting or training of third-party applications.
 - ii. Integrations, customizations, or non-standard interfaces not identified and mutually agreed to in the site survey.
 - iii. Change management, policies and procedures, business processes and end-user documentation.
 - iv. Functional or configuration changes not explicitly set forth in the Description of Services.
 - v. Any training services.
 - vi. Live support.
 - vii. Any on-site services.
 - viii. Network and wireless architecture, configuration, wiring and support.
 - ix. Any other services not expressly identified herein.

Upon completion of the Services, Oracle will provide You with a completion certificate. The Services will be deemed accepted if You do not provide written notice to Oracle, describing how the Services do not conform to the Description of Services as set forth above, within five (5) business days of receipt of the completion certificate.

Unused Services

Any Services not used within the Services Period set forth in Your order will be automatically forfeited by You, with no further action required of either party. You will not be entitled to a refund, or credit toward additional or other services, for any unused portion of the fees paid for any unused Services.

Oracle Symphony Cloud Gift & Loyalty Configuration Service

Part Number: B97148

Description of Services

Oracle will perform the following services related to either (i) Your Oracle Symphony Cloud Gift and Loyalty Service ("Symphony G&L") or (ii) Your Oracle Symphony Cloud Service ("Symphony") for Your Oracle-approved and validated third-party gift and/or loyalty solution integration ("TPGL"), for Your Oracle Symphony Cloud in a single property environment (the "Services"):

1. Project Consultancy.
 - a. Facilitate a kickoff call with Your team to review the scope of the Services.
 - b. Discuss estimated implementation dates including the proposed go live date.
 - c. Discuss prerequisites to support Your implementation.
 - d. Prepare a project implementation schedule for Oracle resources.
 - e. Assign Oracle implementation resources.
 - f. Facilitate mutually agreed upon re-occurring project status calls to track progress.
 - g. Facilitate a project completion call and provide You with a completion certificate.
2. Installation, Configuration and Training.
 - a. Symphony G&L.
 - i. Conduct a discovery and requirements gathering session ("Discovery") to review Your configuration requirements ("Your Requirements") as provided by You.
 - ii. Assist with configuring Your G&L application based on Your Requirements.
 - iii. Provide up to two (2) consecutive hours to train Your identified personnel on the use and administration of G&L.

OR

- b. TPGL.
 - i. Conduct Discovery to review Your Requirements, as provided by You.
 - ii. Configure Symphony to support the interface to Your TPGL, based on Your Requirements.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply to You in addition to those in the Policies:
 - a. Designate a primary representative(s) who will serve as Oracle's primary point(s) of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work together with Oracle's project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to Your Application(s) for the performance of the Services.
 - d. Provide Your Requirements for the configuration of Symphony G&L or for the configuration of Symphony to support the TPGL within five (5) business days after Discovery.
 - e. For TPGL, execute a separate order with Your third-party vendor.
 - f. Train Your end users on Symphony G&L functionality and reporting, as applicable.
 - g. Maintain connectivity between Your environment and any third-party applications and/or websites.
 - h. Enable the following prior to the commencement of the Services:
 - i. Remote access for Oracle to perform the Services for the duration of the Services Period.
 - ii. Network access and communications between the applicable servers and databases for Oracle to perform the Services.
 - iii. User rights to access the Symphony applications for the Services.

2. Project Assumptions

- a. The Services will be performed remotely.
- b. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
- c. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
- d. Symphony G&L configuration identified in the Description of Services above will be limited to one (1) gift program or one (1) loyalty program, each consisting of a single card rule.
- e. The third-party gift and/or loyalty interface must be an Oracle-approved and validated interface for the Oracle Symphony Cloud Service version You are currently using.
- f. The following are not part of the Services and are considered out of scope:
 - i. Configuration, troubleshooting or training of third-party applications.
 - ii. Customizations or non-standard interfaces.
 - iii. Change management, policies and procedures, business processes and end-user documentation.
 - iv. Functional or configuration changes not explicitly set forth in the Description of Services above.
 - v. Live support.
 - vi. Importing or uploading existing card account information from any pre-existing programs.
 - vii. Any services related to physical media.
 - viii. Network and wireless architecture, configuration, wiring and support.
 - ix. Any other services not expressly identified herein.

Upon completion of the Services, Oracle will provide You with a completion certificate. The Services will be deemed accepted if You do not provide written notice to Oracle, describing how the Services do not conform to the Description of Services as set forth above, within five (5) business days of receipt of the completion certificate.

Unused Services

Any Services not used within the Services Period set forth in Your order will be automatically forfeited by You, with no further action required of either party. You will not be entitled to a refund, or credit toward additional or other services, for any unused portion of the fees paid for any unused Services.

Oracle Symphony Cloud Hardware Installation Service

Part Number: B93055

Description of Services

Oracle will perform the following services related to hardware installation for Your Oracle Symphony Cloud Service for a, single property environment (the "Services"):

1. Project Consultancy.
 - a. Facilitate a kickoff call with Your team to review the scope of the Services.
 - b. Discuss estimated implementation dates including the proposed go live date.
 - c. Discuss prerequisites to support Your implementation.
 - d. Prepare a project implementation schedule for Oracle resources.
 - e. Assign Oracle implementation resources.
 - f. Facilitate mutually agreed upon recurring project status calls to track progress.
 - g. Facilitate a project completion call and provide You with a completion certificate.
2. Installation and Configuration of the Symphony Applications.
 - a. Conduct a discovery and requirements gathering session ("Discovery") to review Your configuration and installation requirements ("Your Requirements"), as provided by You.
 - b. Assist with installing, configuring and functionally testing up to three (3) point-of-sale devices ("POS") with up to three (3) peripheral devices per POS, based on Your Requirements.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply to You in addition to those in the Policies:
 - a. Designate a primary representative(s) who will serve as Oracle's primary point(s) of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work together with Oracle's project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to Your Application(s) for the performance of the Services.
 - d. Provide Your Requirements for hardware configuration and installation within five (5) business days after Discovery.
 - e. Maintain connectivity between Your environment and any third-party applications and/or websites.
 - f. Enable the following prior to the commencement of the Services:
 - i. Remote access for Oracle to perform the Services for the duration of the Services Period.
 - ii. Network access and communications between the applicable servers and databases for Oracle to perform the Services.
 - iii. User rights to access the Symphony Applications for the Services.
2. Project Assumptions
 - a. The Services will be performed either remotely or on-site. Travel and expenses will be added separately for any on-site assistance.
 - b. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
 - c. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
 - d. POS devices noted in the Description of Services may include any of the following items:
 - i. Workstation with stand.
 - ii. Tablet.
 - iii. All-in-one device.
 - e. Peripheral devices noted in the Description of Services may include any of the following items:
 - i. Receipt printer.
 - ii. Cash drawer(s).
 - iii. Card reader.

- iv. Barcode scanner.
- v. Biometric reader.
- vi. Scale.
- vii. Customer display.
- viii. External power device(s).
- f. The following are not part of the Services and are considered out of scope:
 - i. Configuration, troubleshooting or training of third-party applications.
 - ii. Integrations, customizations, or non-standard interfaces not identified and mutually agreed to.
 - iii. Change management, policies and procedures, business processes and end-user documentation.
 - iv. Functional or configuration changes beyond the project scope set forth in the Description of Services.
 - v. Training of Oracle Symphony hardware.
 - vi. Network and wireless architecture, configuration, wiring and support.
 - vii. Any Services not expressly identified herein.

Upon completion of the Services, Oracle will provide You with a completion certificate. The Services will be deemed accepted if You do not provide written notice to Oracle, describing how the Services do not conform to the Description of Services as set forth above, within five (5) business days of receipt of the completion certificate.

Unused Services

Any Services not used within the Services Period set forth in Your order will be automatically forfeited by You, with no further action required of either party. You will not be entitled to a refund, or credit toward additional or other services, for any unused portion of the fees paid for any unused Services.

Oracle Symphony Cloud System Administrator Training Service

Part Number: B93051

Description of Services

Oracle will perform the following services related to system administrator training for Your Oracle Symphony Cloud Service for a single property environment (the "Services"):

1. Project Consultancy.
 - a. Facilitate a kickoff call with Your team to review the scope of the Services.
 - b. Discuss estimated training dates.
 - c. Prepare a training schedule for Oracle resources.
 - d. Assign Oracle training resources.
 - e. Facilitate mutually agreed upon recurring project status calls to track progress.
 - f. Facilitate a project completion call and provide You with a completion certificate.
2. Simphony Applications Training Services.
 - a. Provide up to four (4) consecutive hours to train Your identified personnel on the use and administration of the Simphony Application, as configured currently.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply to You in addition to those in the Policies:
 - a. Designate a primary representative who will serve as Oracle's primary point of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work together with Oracle's project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to Your Application(s) for the performance of the Services.
 - d. Identify and schedule Your personnel to attend the scheduled training session.
 - e. Provide a training area for Your personnel to participate in the scheduled training session.
 - f. Maintain connectivity between Your environment and any third-party applications and/or websites.
 - g. Enable the following prior to the commencement of the Services:
 - i. Remote access for Oracle to perform the Services for the duration of the Services Period.
 - ii. Network access and communications between the applicable servers and databases for Oracle to perform the Services.
 - iii. User rights to access the Symphony Applications for the Services.
2. Project Assumptions
 - a. The Services will be performed remotely.
 - b. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
 - c. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
 - d. Training Services for the Applications are limited to what can be completed during the four (4) hour session and does not constitute comprehensive end-to-end training. Additional training will be subject to a separate agreement.
 - e. The following are not part of the Services and are considered out of scope:
 - i. Configuration, troubleshooting or training of third-party applications.
 - ii. Integrations, customizations, or non-standard interfaces not identified and mutually agreed to by the parties.
 - iii. Change management, policies and procedures, business processes and end-user documentation.
 - iv. Functional or configuration changes beyond the project scope set forth in the Description of Services above.
 - v. Network and wireless architecture, configuration, wiring and support.
 - vi. Any other services not expressly identified herein.

Upon completion of the Services, Oracle will provide You with a completion certificate. The Services will be deemed accepted if You do not provide written notice to Oracle, describing how the Services do not conform to the Description of Services as set forth above, within five (5) business days of receipt of the completion certificate.

Unused Services

Any Services not used within the Services Period set forth in Your order will be automatically forfeited by You, with no further action required of either party. You will not be entitled to a refund, or credit toward additional or other services, for any unused portion of the fees paid for any unused Services.

Oracle Symphony Cloud End User Training Service

Part Number: B93056

Description of Services

Oracle will perform the following services related to system end user training for Your Oracle Symphony Cloud Service, in a single property environment (the "Services"):

1. Project Consultancy.
 - a. Facilitate a kickoff call with Your team to review the scope of the Services.
 - b. Discuss estimated training dates.
 - c. Prepare a training schedule for Oracle resources.
 - d. Assign Oracle training resources.
 - e. Facilitate mutually agreed upon recurring project status calls to track progress.
 - f. Facilitate a project completion call and provide You with a completion certificate.
2. Simphony Applications Training.
 - a. Provide up to two (2) consecutive hours to train Your identified end-user personnel on the use of the Simphony Application, as it is configured currently.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply to You in addition to those in the Policies:
 - a. Designate a primary representative who will serve as Oracle's primary point of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work together with Oracle's project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to Your Application(s) for the performance of the Services.
 - d. Identify and schedule Your personnel to attend the scheduled training session.
 - e. Provide a training area for Your personnel to participate in the scheduled training session.
 - f. Maintain connectivity between Your environment and any third-party applications and/or websites.
 - g. Enable the following prior to the commencement of the Services:
 - i. Remote access for Oracle to perform the Services for the duration of the Services Period.
 - ii. Network access and communications between the applicable servers and databases necessary for Oracle to perform the Services.
 - iii. User rights to access the Simphony Applications necessary for Oracle to perform the Services.
2. Project Assumptions
 - a. The Services will be performed remotely.
 - b. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
 - c. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
 - d. The following are not part of the Services and are considered out of scope:
 - i. Configuration, troubleshooting or training for third-party applications.
 - ii. Integrations, customizations, or non-standard interfaces not identified and mutually agreed to by the parties.
 - iii. Change management, policies and procedures, business processes and end-user documentation.
 - iv. Functional or configuration changes beyond the project scope set forth in the Description of Services above.
 - v. Network and wireless architecture, configuration, wiring and support.
 - vi. Any other services not expressly identified herein.

Upon completion of the Services, Oracle will provide You with a completion certificate. The Services will be deemed accepted if You do not provide written notice to Oracle, describing how the Services do not conform to the Description of Services as set forth above, within five (5) business days of receipt of the completion certificate.

Unused Services

Any Services not used within the Services Period set forth in Your order will be automatically forfeited by You, with no further action required of either party. You will not be entitled to a refund, or credit toward additional or other services, for any unused portion of the fees paid for any unused Services.

Oracle Symphony Cloud Live Support Service

Part Number: B110943

Description of Services

Oracle will perform the following services related to live support for Your Oracle Symphony Cloud Service, in a single property environment (the "Services"):

1. Project Consultancy.
 - a. Facilitate a kickoff call with Your team to review the scope of the Services.
 - b. Discuss estimated go live dates.
 - c. Prepare an implementation schedule for Oracle resources.
 - d. Assign Oracle implementation resources.
 - e. Facilitate mutually agreed upon recurring project status calls to track progress.
 - f. Facilitate a project completion call and provide You with a completion certificate.
2. Live Support.
 - a. Provide up to four (4) consecutive hours of production support ("Go-Live Assistance") to assist Your personnel during the transition to the new Application(s) to include:
 - i. Provide guidance on Your use or configuration of the Application(s).
 - ii. Assist with configuration change requests identified during the performance of the Services.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Designate a primary representative(s) who will serve as Oracle's primary point(s) of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work together with Oracle's project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to Your Application(s) for the performance of the Services.
 - d. Conduct final validation of Your readiness to transition to the new Application(s) prior to the commencement of the Services.
 - e. Schedule and make Your resources available during the periods where Oracle is conducting the Services.
 - f. Document all configuration change requests.
 - g. Lead configuration change requests during the performance of the Services with Oracle assistance as needed.
 - h. Assist Your personnel with service-related tasks including but not limited to guest check adjustments, Application tasks requiring manager approval, daily reconciliation and/or troubleshooting challenges.

2. Project Assumptions

- a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may cause delays to delivery of the Services.
- b. The Services will be performed remotely.
- c. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability, or scheduling.
- d. Configuration change requests may require a change request form ("CRF") and subsequent Order Document amendment ("ODA").
- e. The following are not part of the Services and are considered out of scope:
 - i. Hardware installation.
 - ii. Custom report development.
 - iii. Custom interface development.
 - iv. Third-party software and/or hardware configuration.
 - v. Application(s) training.
 - vi. Network and wireless architecture, configuration, wiring and support.
 - vii. Any other services not expressly identified herein.

Upon completion of the Services, Oracle will provide You with a completion certificate. The Services will be deemed accepted if You do not provide written notice to Oracle, describing how the Services do not conform to the Description of Services as set forth above, within five (5) business days of receipt of the completion certificate.

Unused Services

Any Services not used within the Services Period set forth in Your order will be automatically forfeited by You, with no further action required of either party. You will not be entitled to a refund, or credit toward additional or other services, for any unused portion of the fees paid for any unused Services.

ORACLE RESTAURANTS PROPERTY ONBOARDING CLOUD SERVICES

Oracle Restaurants Property Onboarding Cloud Service - 1 to 2 Symphony Clients

Part Number: B111112

Description of Services

Oracle will perform the following services ("the Services") for purposes of adding the Oracle Restaurants Symphony Cloud Service ("Symphony") to one (1) new property being added to Your Symphony portfolio ("Property"):

1. Project Consultancy.
 - a. Facilitate a kickoff call with Your team to review the scope of the Services.
 - b. Document the project schedule and assign Oracle resources.
 - c. Facilitate mutually agreed upon recurring project status calls to track progress.
 - d. Facilitate a project completion call and provide You with a completion certificate.
2. Consultation and Configuration.
 - a. Conduct a requirements gathering session for up to fifteen (15) minutes to identify configuration and localization needs for the Property.
 - b. Add up to two (2) Symphony clients to the Property.
 - c. Configure Symphony for the Property based on related, pre-existing configurations in Your portfolio.
 - d. Configure an Oracle approved payment solution or the Oracle Payment Cloud Service for the Property, as applicable.
 - e. Configure Property Management System ("PMS") to Opera or an agreed upon third-party vendor for the Property, as applicable.
 - f. Configure Symphony Transaction Services ("STS") for the Property, as applicable.
 - g. Configure Application Programming Interface ("API") related to STS for the Property, as applicable.
 - h. Activate Your pre-existing Symphony portfolio standard exports for the Property via Cloud Team, as applicable.
 - i. Configure fiscal requirements for the Property, as applicable.
3. Oracle Hardware ("Hardware") Installation.
 - a. Without Oracle Restaurants Cloud Hardware Staging Services ("Staging").
 - i. Assist You with on-site Hardware installation tasks per the Hardware listed on Your Oracle Hardware order, as applicable, for up to one (1) hour or;
 - b. With Staging.
 - i. Conduct the following activities for the configuration of Your Hardware for Your self-service installation at the Property:
 1. Install Symphony.
 2. Unit test the Hardware.
 3. Include identification or instructional labels/documentation, as available, for each Hardware component.
 4. Re-package Your Hardware components.
 5. Ship Your Hardware to a mutually agreed upon location using standard ground shipping options, at Oracle's discretion.
4. Live Support.
 - a. Provide up to two (2) consecutive hours of production support ("Go-Live") to assist Your personnel during the transition to Symphony including:
 - i. Guidance on Your use or configuration of Symphony.
 - ii. Assistance with configuration change requests identified during Go-Live.

Your Cooperation and Project Assumptions.

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Designate a primary representative(s) who will serve as Oracle's primary point(s) of contact and have authority to make decisions with regards to the Services. This representative shall work together with Oracle's project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to Your Application(s) for the performance of the Services.
 - d. Lead Property specific localization configuration with Oracle assistance, as applicable.
 - e. Add Property to Your portfolio's pre-existing inventory management configuration without Oracle assistance, as applicable.
 - f. Lead on-site Hardware installation tasks with Oracle assistance, per Description of Services, Section 3.a, as applicable.
 - g. Lead on-site hardware installation tasks without Oracle assistance, per the Description of Services, Section 3.b, as applicable.
 - h. Lead Property level end user training without Oracle assistance.
 - i. Obtain separate orders with all third-party vendors, as applicable.
 - j. Schedule third-party vendors according to the project schedule, as applicable.
 - k. Conduct final validation of Your readiness to transition to live support services.
 - l. Schedule and make Your resources available during the periods when Oracle is conducting the Services.
 - m. Document all configuration change requests during Go-Live.
 - n. Lead configuration change requests during Go-Live with Oracle assistance in accordance with the Description of Services.
 - o. Assist Your personnel with service-related tasks including but not limited to guest check adjustments, Symphony tasks requiring manager approval, daily reconciliation and/or troubleshooting challenges.
2. Project Assumptions.
 - a. Delays caused by either You or Your third-party vendors not being ready at the scheduled time may cause delays to the delivery of the Services.
 - b. The Services will be performed either onsite, remotely, or both.
 - c. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
 - d. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability, and/or scheduling.
 - e. You have Symphony configured in at least one (1) other Property in Your portfolio prior to the commencement of the Services.
 - f. The Property will use same menus and configuration as the rest of Your portfolio.
 - g. For Oracle approved third-party payment solutions, configuration assistance is dependent on Your selected Oracle certified partner.
 - h. For PMS configuration:
 - i. Opera must be pre-purchased for any Opera configurations set forth in the Description of Services, or;
 - ii. Third-party PMS assumes vendor compatibility with Symphony, no customizations, and standard interface configuration with ethernet/IP connection.
 - i. After STS activation and API configuration, third-party vendor(s) implement all aspects of their solution(s) without Oracle assistance.
 - j. Pre-existing standard exports in Your portfolio will be activated for the Property by the Cloud Team, as applicable. Any issues will be addressed between You, the third-party vendor (if applicable) and the Cloud Team without Oracle Restaurants Consulting involvement.
 - k. Pre-existing Oracle Business Intelligence Application Programming Interface ("BI API") in Your portfolio is enabled and active, with related training completed, as applicable. Any issues will be

addressed between You and the third-party vendor, without Oracle Restaurants Consulting involvement.

- I. For Hardware that includes the staging services identified in Section 3.b above, such Hardware may include the following:
 - i. Oracle Restaurants workstation (“Workstation”) with workstation stand and up to three (3) of the following peripheral devices:
 1. Receipt printer.
 2. Cash drawer.
 3. Payment device.
 4. Card reader.
 5. Barcode scanner.
 6. Biometric reader.
 7. Scale.
 8. Customer display.
 9. External power device.
 - ii. Oracle Restaurants Tablet (“Tablet”) with up to two (2) of the following peripheral devices:
 1. Receipt printer.
 2. Cash drawer.
 3. Card reader.
 4. Barcode scanner.
 5. Biometric reader.
 6. External power device.
 - iii. Oracle Restaurants Kitchen Display (“KDS”) with up to two (2) of the following peripheral devices:
 1. Touchscreen or standard monitor.
 2. Bump bar.
 3. External power device.
 - iv. Oracle All-in-one (“AIO”) device.
 - v. Oracle Restaurants remote printer (“Remote Printer”).
- m. The Services will cover a single installation of the Hardware.
- n. The following are not part of the Services and are considered out of scope:
 - i. Network and wireless architecture, configuration, wiring and support.
 - ii. New custom report development.
 - iii. New custom interface development.
 - iv. Third-party software and/or hardware configuration.
 - v. Symphony training.
 - vi. Any other services not expressly identified herein.

Upon completion of the Services, Oracle will provide You with a completion certificate. The Services will be deemed accepted if You do not provide written notice to Oracle, describing how the Services do not conform to the Description of Services as set forth above, within five (5) business days of receipt of the completion certificate.

Unused Services

Any Services not used within the Services Period set forth in Your order will be automatically forfeited by You, with no further action required of either party. You will not be entitled to a refund, or credit toward additional or other services, for any unused portion of the fees paid for any unused Services.

Oracle Restaurants Property Onboarding Cloud Service - 3 to 7 Symphony Clients

Part Number: B111113

Description of Services

Oracle will perform the following services ("the Services") for purposes of adding the Oracle Restaurants Symphony Cloud Service ("Symphony") to one (1) new property being added to Your Symphony portfolio ("Property"):

1. Project Consultancy.
 - a. Facilitate a kickoff call with Your team to review the scope of the Services.
 - b. Document the project schedule and assign Oracle resources.
 - c. Facilitate mutually agreed upon recurring project status calls to track progress.
 - d. Facilitate a project completion call and provide You with a completion certificate.
2. Consultation and Configuration.
 - a. Conduct a requirements gathering session for up to fifteen (15) minutes to identify configuration and localization needs for the Property.
 - b. Add up to seven (7) Symphony clients to the Property.
 - c. Configure Symphony for the Property based on related, pre-existing configurations in Your portfolio.
 - d. Configure an Oracle approved payment solution or the Oracle Payment Cloud Service for the Property, as applicable.
 - e. Configure Property Management System ("PMS") to Opera or an agreed upon third-party vendor for the Property, as applicable.
 - f. Configure Symphony Transaction Services ("STS") for the Property, as applicable.
 - g. Configure Application Programming Interface ("API") related to STS for the Property, as applicable.
 - h. Activate Your pre-existing Symphony portfolio standard exports for the Property via Cloud Team, as applicable.
 - i. Configure fiscal requirements for the Property, as applicable.
3. Oracle Hardware ("Hardware") Installation.
 - a. Without Oracle Restaurants Cloud Hardware Staging Services ("Staging").
 - i. Assist You with on-site Hardware installation tasks per the Hardware listed on Your Oracle Hardware order, as applicable, for up to two (2) hours or;
 - b. With Staging.
 - i. Conduct the following activities for the configuration of Your Hardware for Your self-service installation at the Property:
 1. Install Symphony.
 2. Unit test the Hardware.
 3. Include identification or instructional labels/documentation, as available, for each Hardware component.
 4. Re-package Your Hardware components.
 5. Ship Your Hardware to a mutually agreed upon location using standard ground shipping options, at Oracle's discretion.

4. Live Support.

- a. Provide up to two (2) consecutive hours of production support (“Go-Live”) to assist Your personnel during the transition Symphony to including:
 - i. Guidance on Your use or configuration of Symphony.
 - ii. Assistance with configuration change requests identified during Go-Live.

Your Cooperation and Project Assumptions.

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Designate a primary representative(s) who will serve as Oracle’s primary point(s) of contact and have authority to make decisions with regards to the Services. This representative shall work together with Oracle’s project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to Your Application(s) for the performance of the Services.
 - d. Lead property specific localization configuration with Oracle assistance, as applicable.
 - e. Add Property to Your portfolio’s pre-existing inventory management configuration without Oracle assistance, as applicable.
 - f. Lead on-site Hardware installation tasks with Oracle assistance, per Description of Services, Section 3.a, as applicable.
 - g. Lead on-site hardware installation tasks without Oracle assistance, per the Description of Services, Section 3.b, as applicable.
 - h. Lead Property level end user training without Oracle assistance.
 - i. Obtain separate orders with all third-party vendors, as applicable.
 - j. Schedule third-party vendors according to the project schedule, as applicable.
 - k. Conduct final validation of Your readiness to transition to live support services.
 - l. Schedule and make Your resources available during the periods when Oracle is conducting the Services.
 - m. Document all configuration change requests during Go-Live.
 - n. Lead configuration change requests during Go-Live with Oracle assistance in accordance with the Description of Services.
 - o. Assist Your personnel with service-related tasks including but not limited to guest check adjustments, Symphony tasks requiring manager approval, daily reconciliation and/or troubleshooting challenges.
2. Project Assumptions.
 - a. Delays caused by either You or Your third-party vendors not being ready at the scheduled time may cause delays to the delivery of the Services.
 - b. The Services will be performed either onsite, remotely, or both.
 - c. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
 - d. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability, and/or scheduling.
 - e. You have Symphony configured in at least one (1) other Property in Your portfolio prior to the commencement of the Services.
 - f. The Property will use same menus and configuration as the rest of Your portfolio.
 - g. For Oracle approved third-party payment solutions, configuration assistance is dependent on Your selected Oracle certified partner.

- h. For PMS configuration:
 - i. Opera must be pre-purchased for any Opera configurations set forth in the Description of Services, or;
 - ii. Third-party PMS assumes vendor compatibility with Symphony, no customizations, and standard interface configuration with ethernet/IP connection.
- i. After STS activation and API configuration, third-party vendor(s) implement all aspects of their solution(s) without Oracle assistance.
- j. Pre-existing standard exports in Your portfolio will be activated for the Property by the Cloud Team, as applicable. Any issues will be addressed between You, the third-party vendor (if applicable) and the Cloud Team without Oracle Restaurants Consulting involvement.
- k. Pre-existing Oracle Business Intelligence Application Programming Interface (“BI API”) in Your portfolio is enabled and active, with related training completed, as applicable. Any issues will be addressed between You and the third-party vendor, without Oracle Restaurants Consulting involvement.
- l. For Hardware that includes the staging services identified in Section 3.b above, such Hardware may include the following:
 - i. Oracle Restaurants workstation (“Workstation”) with workstation stand and up to three (3) of the following peripheral devices:
 - 1. Receipt printer.
 - 2. Cash drawer.
 - 3. Payment device.
 - 4. Card reader.
 - 5. Barcode scanner.
 - 6. Biometric reader.
 - 7. Scale.
 - 8. Customer display.
 - 9. External power device.
 - ii. Oracle Restaurants Tablet (“Tablet”) with up to two (2) of the following peripheral devices:
 - 1. Receipt printer.
 - 2. Cash drawer.
 - 3. Card reader.
 - 4. Barcode scanner.
 - 5. Biometric reader.
 - 6. External power device.
 - iii. Oracle Restaurants Kitchen Display (“KDS”) with up to two (2) of the following peripheral devices:
 - 1. Touchscreen or standard monitor.
 - 2. Bump bar.
 - 3. External power device.
 - iv. Oracle All-in-one (“AIO”) device.
 - v. Oracle Restaurants remote printer (“Remote Printer”).
- m. The Services will cover a single installation of the Hardware.
- n. The following are not part of the Services and are considered out of scope:
 - i. Network and wireless architecture, configuration, wiring and support.
 - ii. New custom report development.
 - iii. New custom interface development.
 - iv. Third-party software and/or hardware configuration.
 - v. Symphony training.
 - vi. Any other services not expressly identified herein.

Upon completion of the Services, Oracle will provide You with a completion certificate. The Services will be deemed accepted if You do not provide written notice to Oracle, describing how the Services do not conform to the Description of Services as set forth above, within five (5) business days of receipt of the completion certificate.

Unused Services

Any Services not used within the Services Period set forth in Your order will be automatically forfeited by You, with no further action required of either party. You will not be entitled to a refund, or credit toward additional or other services, for any unused portion of the fees paid for any unused Services.

Oracle Restaurants Property Onboarding Cloud Service - 8 to 13 Symphony Clients

Part Number: B111114

Description of Services

Oracle will perform the following services ("the Services") for purposes of adding the Oracle Restaurants Symphony Cloud Service ("Symphony") to one (1) new property being added to Your Symphony portfolio ("Property"):

1. Project Consultancy.
 - a. Facilitate a kickoff call with Your team to review the scope of the Services.
 - b. Document the project schedule and assign Oracle resources.
 - c. Facilitate mutually agreed upon recurring project status calls to track progress.
 - d. Facilitate a project completion call and provide You with a completion certificate.
2. Consultation and Configuration.
 - a. Conduct a requirements gathering session for up to fifteen (15) minutes to identify configuration and localization needs for the Property.
 - b. Add up to thirteen (13) Symphony clients to the Property.
 - c. Configure Symphony for the Property based on related, pre-existing configurations in Your portfolio.
 - d. Configure an Oracle approved payment solution or the Oracle Payment Cloud Service for the Property, as applicable.
 - e. Configure Property Management System ("PMS") to Opera or an agreed upon third-party vendor for the Property, as applicable.
 - f. Configure Symphony Transaction Services ("STS") for the Property, as applicable.
 - g. Configure Application Programming Interface ("API") related to STS for the Property, as applicable.
 - h. Activate Your pre-existing Symphony portfolio standard exports for the Property via Cloud Team, as applicable.
 - i. Configure fiscal requirements for the Property, as applicable.

3. Oracle Hardware (“Hardware”) Installation.

- a. Without Oracle Restaurants Cloud Hardware Staging Services (“Staging”).
 - i. Assist You with on-site Hardware installation tasks per the Hardware listed on Your Oracle Hardware order, as applicable, for up to six (6) hours or;
- b. With Staging.
 - i. Conduct the following activities for the configuration of Your Hardware for Your self-service installation at the Property:
 - 1. Install Symphony.
 - 2. Unit test the Hardware.
 - 3. Include identification or instructional labels/documentation, as available, for each Hardware component.
 - 4. Re-package Your Hardware components.
 - 5. Ship Your Hardware to a mutually agreed upon location using standard ground shipping options, at Oracle’s discretion.

4. Live Support.

- a. Provide up to four (4) consecutive hours of production support (“Go-Live”) to assist Your personnel during the transition Symphony to including:
 - i. Guidance on Your use or configuration of Symphony.
 - ii. Assistance with configuration change requests identified during Go-Live.

Your Cooperation and Project Assumptions.

- 1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Designate a primary representative(s) who will serve as Oracle’s primary point(s) of contact and have authority to make decisions with regards to the Services. This representative shall work together with Oracle’s project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to Your Application(s) for the performance of the Services.
 - d. Lead Property specific localization configuration with Oracle assistance, as applicable.
 - e. Add Property to Your portfolio’s pre-existing inventory management configuration without Oracle assistance, as applicable.
 - f. Lead on-site Hardware installation tasks with Oracle assistance, per Description of Services, Section 3.a, as applicable.
 - g. Lead on-site hardware installation tasks without Oracle assistance, per the Description of Services, Section 3.b, as applicable.
 - h. Lead Property level end user training without Oracle assistance.
 - i. Obtain separate orders with all third-party vendors, as applicable.
 - j. Schedule third-party vendors according to the project schedule, as applicable.
 - k. Conduct final validation of Your readiness to transition to live support services.
 - l. Schedule and make Your resources available during the periods when Oracle is conducting the Services.
 - m. Document all configuration change requests during Go-Live.
 - n. Lead configuration change requests during Go-Live with Oracle assistance in accordance with the Description of Services.
 - o. Assist Your personnel with service-related tasks including but not limited to guest check adjustments, Symphony tasks requiring manager approval, daily reconciliation and/or troubleshooting challenges.

2. Project Assumptions.

- a. Delays caused by either You or Your third-party vendors not being ready at the scheduled time may cause delays to the delivery of the Services.
- b. The Services will be performed either onsite, remotely, or both.
- c. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
- d. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability, and/or scheduling.
- e. You have Symphony configured in at least one (1) other Property in Your portfolio prior to the commencement of the Services.
- f. The Property will use same menus and configuration as the rest of Your portfolio.
- g. For Oracle approved third-party payment solutions, configuration assistance is dependent on Your selected Oracle certified partner.
- h. For PMS configuration:
 - i. Opera must be pre-purchased for any Opera configurations set forth in the Description of Services, or;
 - ii. Third-party PMS assumes vendor compatibility with Symphony, no customizations, and standard interface configuration with ethernet/IP connection.
- i. After STS activation and API configuration, third-party vendor(s) implement all aspects of their solution(s) without Oracle assistance.
- j. Pre-existing standard exports in Your portfolio will be activated for the Property by the Cloud Team, as applicable. Any issues will be addressed between You, the third-party vendor (if applicable) and the Cloud Team without Oracle Restaurants Consulting involvement.
- k. Pre-existing Oracle Business Intelligence Application Programming Interface ("BI API") in Your portfolio is enabled and active, with related training completed, as applicable. Any issues will be addressed between You and the third-party vendor, without Oracle Restaurants Consulting involvement.
- l. For Hardware that includes the staging services identified in Section 3.b above, such Hardware may include the following:
 - i. Oracle Restaurants workstation ("Workstation") with workstation stand and up to three (3) of the following peripheral devices:
 1. Receipt printer.
 2. Cash drawer.
 3. Payment device.
 4. Card reader.
 5. Barcode scanner.
 6. Biometric reader.
 7. Scale.
 8. Customer display.
 9. External power device.
 - ii. Oracle Restaurants Tablet ("Tablet") with up to two (2) of the following peripheral devices:
 1. Receipt printer.
 2. Cash drawer.
 3. Card reader.
 4. Barcode scanner.
 5. Biometric reader.
 6. External power device.

- iii. Oracle Restaurants Kitchen Display (“KDS”) with up to two (2) of the following peripheral devices:
 - 1. Touchscreen or standard monitor.
 - 2. Bump bar.
 - 3. External power device.
- iv. Oracle All-in-one (“AIO”) device.
- v. Oracle Restaurants remote printer (“Remote Printer”).
- m. The Services will cover a single installation of the Hardware.
- n. The following are not part of the Services and are considered out of scope:
 - i. Network and wireless architecture, configuration, wiring and support.
 - ii. New custom report development.
 - iii. New custom interface development.
 - iv. Third-party software and/or hardware configuration.
 - v. Symphony training.
 - vi. Any other services not expressly identified herein.

Upon completion of the Services, Oracle will provide You with a completion certificate. The Services will be deemed accepted if You do not provide written notice to Oracle, describing how the Services do not conform to the Description of Services as set forth above, within five (5) business days of receipt of the completion certificate.

Unused Services

Any Services not used within the Services Period set forth in Your order will be automatically forfeited by You, with no further action required of either party. You will not be entitled to a refund, or credit toward additional or other services, for any unused portion of the fees paid for any unused Services.

MISCELLANEOUS SERVICES

Oracle Restaurants Professional Cloud Service – Per Hour

Part Number: B88113, B88686 (Extended Hours), B88687 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order (“Total Hours”) for the Oracle Restaurants Professional Cloud Services (“Services”) related to Your Oracle deployment(s), which Services may include assistance with any of the following:

1. Software Application Configuration and Operational Review
 - a. Conduct a discovery and requirements gathering session (“Discovery”) for the creation or modification of a customization (the, “Customization”) to Your Oracle Restaurants Application(s) (“Application”).
 - b. Document the mutually agreed upon requirements identified during Discovery, (the “Design Document”), and provide to You such documentation.
 - c. Review and configure Your business rules and operational standards.
 - d. Review and configure application parameters.
 - e. Review and configure users/granting permissions.
 - f. Review and configure screen designs.
 - g. Enable or modify features.
 - h. Review and configure Your requirements, as mutually agreed upon in the Design Document, and advise on a deployment plan.
 - i. Create or modify custom reports, interfaces, exports or imports based on the Design Document.
2. Software Application Interface, Report or Export Assistance
 - a. Compile and release an interface, report and/or export file in a mutually agreed to format for Your existing Application.
 - b. Install and test the interface, report and/or export in an Oracle test environment.
 - c. Document the installation, configuration and usage instructions for the interface, report or export.
 - d. Provide guidance on Your production installation and/or configuration of the interface, report or export.
 - e. Provide guidance on Your user acceptance testing (“UAT”) of the interface, report or export.
3. Application Programming Interface (“API”) Assistance
 - a. Provide guidance and address questions related to Your use of the Oracle API documentation.
 - b. Assist with the pre-production testing of message formats and message contents in Your interface test environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Designate a primary representative(s) who will serve as Oracle’s primary point(s) of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work together with Oracle’s project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the performance of the Services.
 - c. Provide access to Your POS test and/or production environment(s) for the performance of the Services.
 - d. If, while performing the Services, Oracle requires access to other vendors’ products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
 - e. Perform UAT of the Customization(s).
 - f. Installation and/or configuration of custom reports, interfaces, exports or imports.

2. Project Assumptions

- a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
- b. The Services will be performed either remotely, on-site, or both.
- c. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
- d. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
- e. Data migration is not included in the Services.
- f. Configuration, review or training on third-party applications is not included in the Services.
- g. The Services will be performed either by onsite delivery resources or remotely and do not include physical hardware installation.
- h. Project management is not included in the Services.
- i. The Customization is not entitled to standard Oracle product support from Oracle Support.
- j. The Customization may not be compatible with different or future versions or upgrades of the Oracle products.
- k. Any revisions that that may be identified by You during Your UAT will be addressed through the change control process.
- l. When relevant to the scope of the Services provided under this order, Oracle will install Your Oracle Restaurants fiscal layer (integration) in accordance with the Oracle Restaurants Fiscal Layer Installation Guide applicable to Your region.
- m. Oracle's standard workday consists of eight (8) hours of labor per day, based on the local time zone where the Services are performed. Notwithstanding this standard, all Services will be delivered in accordance with applicable local labor laws. Oracle may deliver the Services during the following work shifts, as specified in Your order:
 - i. Standard Business Hours: Monday through Friday, between 8:00 am and 4:59 pm.
 - ii. Extended Business Hours: Monday through Saturday morning, after daily standard business hours, between 5:00 pm and 7:59 am.
 - iii. Weekend Hours: Saturday through Monday morning, between 8:00 am and 7:59 am.
 - iv. Holiday Hours: Any public holiday, between 12:00 am and 11:59 pm.

Oracle Restaurants Professional Services and Consulting Cloud Service – Per Hour

Part Number: B88114, B88678 (Extended Hours), B88689 (Weekend/Holiday Hours)

Description of Services

1. Software Application Configuration and Operational Review

- a. Conduct a discovery and requirements gathering session ("Discovery") for the creation or modification of a customization to Your Oracle Restaurants Application ("the Customization").
- b. Document the mutually agreed upon requirements identified in Discovery (the "Design Document") and provide to You such documentation.
- c. Review and configure Your business rules and operational standards.
- d. Review and configure application parameters.
- e. Review and configure users/granting permissions.
- f. Review and configure screen designs.
- g. Enable or modify features.
- h. Review and configure Your requirements, as mutually agreed upon in the Design Document, and advise on a deployment path.
- i. Review and configure Your needs and advise on a deployment path.
- j. Assess and make recommendations on POS optimization and architectural structure/deployment.
- k. Create or modify custom reports, interfaces, exports or imports based on mutually agreed Design Document.

2. Application Programming Interface (“API”) Assistance
 - a. Provide guidance and address questions related to Your use of the Oracle API documentation.
 - b. Assist with the pre-production testing of message formats and message contents in Your interface test environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. Designate a primary representative(s) who will serve as Oracle’s primary point(s) of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work with together with Oracle’s project manager to facilitate an efficient delivery of the Services.
 - b. Provide access to Your location for the Oracle resources, as required for the performance of the Services.
 - c. Provide access to Your POS test and/or production environment(s) for the performance of the Services.
 - d. If, while performing the Services, Oracle requires access to other vendors’ products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
 - e. Perform user acceptance testing (“UAT”) of the Customization(s).
 - f. Installation and/or configuration of custom reports, interfaces, exports or imports.
2. Project Assumptions
 - a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
 - b. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
 - c. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
 - d. Oracle will provide a list of requirements to be implemented by You to support the performance of the Services.
 - e. Data migration is not included in the Services.
 - f. Configuration, review or training on third-party applications is not included in the Services.
 - g. The Services will be performed by Oracle resources either onsite or remotely and do not include physical hardware installation.
 - h. Project management is not included in the Services.
 - i. The Customization is not entitled to standard Oracle product support from Oracle Support.
 - j. The Customization may not be compatible with different or future versions or upgrades of the Oracle products.
 - k. Any revisions that that may be identified by You during Your UAT will be addressed through the change control process.
 - l. When relevant to the scope of the Services provided under this order, Oracle will install Your Oracle Restaurants fiscal layer (integration) in accordance with the Oracle Restaurants Fiscal Layer Installation Guide applicable to Your region.
 - m. Oracle’s standard workday consists of eight (8) hours of labor per day, based on the local time zone where the Services are performed. Notwithstanding this standard, all Services will be delivered in accordance with applicable local labor laws. Oracle may deliver the Services during the following work shifts, as specified in Your order:
 - i. Standard Business Hours: Monday through Friday, between 8:00 am and 4:59 pm.
 - ii. Extended Business Hours: Monday through Saturday morning, after daily standard business hours, between 5:00 pm and 7:59 am.
 - iii. Weekend Hours: Saturday through Monday morning, between 8:00 am and 7:59 am.
 - iv. Holiday Hours: Any public holiday, between 12:00 am and 11:59 pm.

Oracle Restaurants Professional Services Cloud Integration Customization Package - Basic

Part Number: B91264

Description of Services

Oracle will perform the following services related to the project consulting, customization, and configuration of Your suite of Cloud applications (“Services”):

1. Project Consultancy Services
 - a. Facilitate a project kickoff call with Your team to review the project scope.
 - b. Create a project plan.
 - c. Facilitate mutually agreed recurring project status calls to track progress.
 - d. Facilitate a project completion call and provide You a completion certificate.
2. Discovery and Requirements Gathering
 - a. Conduct a discovery and requirements gathering session (the “Discovery Session”) for the creation (or modification) of a customization to Your Cloud applications. (“the Customization”).
 - b. Review and discuss the requirements for the creation (or modification) of the Customization.
 - c. Create a design document based on the mutually agreed upon requirements for the creation of the Customization, identified during the Discovery Session.
3. Customization

Create or modify one of the below:

- a. Create (or modify) one export that will not contain guest check data, following the mutually agreed upon requirements identified in section 2.c above.
 - b. Create (or modify) one report that will not have any drilldowns, following the mutually agreed upon requirements identified in section 2.c above.
 - c. Create (or modify) one Extension Application that will have up to two functions, and will not integrate to any other systems (either Yours or other vendors’ systems), following the mutually agreed upon requirements identified in section 2.c above.
 - d. Create (or modify) one Systems Interface Module (“SIM”) that will have up to two functions, and will not integrate to any other systems (either Yours or other vendors’ systems), following the mutually agreed upon requirements identified in section 2.c above.
 - e. Create (or modify) one Crystal Report, following the mutually agreed upon requirements identified in section 2.c above.
4. Testing and Production Assistance
 - a. Install and functionally test the Customization in an Oracle test environment.
 - b. Document the installation, configuration, and usage instructions for the Customization.
 - c. Assist Your resources for user acceptance testing (“UAT”) of the Customization in Your production environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. If the Customization is a report or a Crystal Report, provide a Microsoft Excel ® mockup template of the required report.
 - b. If the Customization is to an existing SIM, provide a copy of the existing SIM that is in use.
 - c. Perform UAT of the Customization.
 - d. Configure the Customization.

2. Project Assumptions

- a. A person day is defined as one (1) resource working up to eight (8) hours.
- b. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
- c. Unless otherwise specified, offshore resources will work during their respective local working hours.
- d. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
- e. All written documentation and communication will be in the mutually agreed upon language.
- f. The Customization is not an integration with an external system or third-party.
- g. The Customization is not entitled to standard Oracle product support from Oracle Support.
- h. The Customization may not be compatible with different or future versions or upgrades of Oracle's products.

Upon completion of the Services, Oracle will provide You with a completion certificate. The Services will be deemed accepted if You do not provide written notice to Oracle, describing how the Services do not conform to the Description of Services as set forth above, within five (5) business days of receipt of the completion certificate.

Oracle Restaurants Support Program Manager Cloud Service

Part Number: B97128

Description of Services

Oracle will provide You with the following assistance and guidance for Your Oracle Symphony Cloud Service listed in Your order for a single property ("Services"), during the Services Period, as specified in Your order:

1. Support Program Manager Cloud Services:

- a. Conduct a single discovery call and an analysis of Your needs for Your Oracle products, as it relates to ongoing support.
- b. Prepare and discuss Your account roadmap (the, "Roadmap") to identify key actions and tasks in the upcoming weekly period as it pertains to Oracle Support.
- c. Monitor Your active Oracle Symphony Service Requests ("SRs") and assist with support-related escalations.
- d. Prepare and publish a weekly report of Your active SRs with Oracle support.
- e. Prepare and publish Oracle Symphony support-related materials for monthly and/or quarterly business review(s).

Your Cooperation and Project Assumptions

1. Your Cooperation.

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

- a. You will be responsible for providing a primary point-of-contact to coordinate the Services with the Oracle resource(s).
- b. Participate in regular business review(s), as appropriate.
- c. Maintain the version of Symphony for Your properties at a minimum of the current version, less 2 major releases.
- d. You will correctly fill out the SR before submitting to Oracle support.

2. Project Assumptions:

- a. The Services will be provided during standard business hours for the home country of the resource(s) assigned.
- b. The resolution assistance for Your SRs, identified in Support Program Manager Cloud Services 1.C. above, will be limited to coordination and escalation, and shall not include technical troubleshooting or direct resolution by the assigned Oracle resource(s).
- c. Your Roadmap will be limited to Oracle Symphony support-related tasks only.
- d. The documentation identified in Support Program Manager Cloud Services 1.b, 1.c, and 1.d above, will be limited to the active Oracle Symphony SRs and the corresponding actions identified.

- e. The following are not part of the Services and are considered out of scope:
 - i. Training services.
 - ii. Any services for any development of customizations, extensions, custom reports or interfaces.
 - iii. Any configuration-related services.

Unused Services

Any Services not used within the Services Period set forth in Your order will be automatically forfeited by You, with no further action required of either party. You will not be entitled to a refund, or credit toward additional or other services, for any unused portion of the fees paid for any unused Services.

CONTROLLED AVAILABILITY

Oracle Restaurants Project Management Cloud Service – Per Hour

Part Number: B86153

Description of Services

You have ordered the quantity of hours identified in Your order for the Oracle Project Management Project Management Cloud Services (“Total Hours”) related to Your Oracle deployment(s), which Services may include assistance with any of the following:

1. Project Management Services
 - a. Facilitate a project kickoff call with Your team to review project scope.
 - b. Confirm the Oracle products and Services purchased.
 - c. Confirm preliminary implementation dates, including a go-live date.
 - d. Prepare a project implementation schedule for the Oracle resources.
 - e. Facilitate recurring project status calls to track progress.
 - f. Track status of hardware purchased for Your implementation.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
 - a. You agree to designate a primary representative who will serve as Oracle’s primary point of contact and have authority to make decisions regarding the Services Oracle will be performing. This representative shall work together with Oracle’s project manager to facilitate an efficient delivery of the Services.
 - b. Schedule Your resources to work with or provide information to Oracle.
 - c. Schedule third-party vendors according to the project schedule, if required.
 - d. Advise Oracle of any delays or scheduling changes as soon as possible.
2. Project Assumptions
 - a. Delays caused by either You or Your third-party vendors not being ready at the scheduled times may result in additional fees.
 - b. A person day is defined as one (1) resource working up to eight (8) hours.
 - c. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
 - d. Unless otherwise specified, offshore resources will work during their respective local working hours.
 - e. Oracle reserves the right to adjust staffing based on project activities, skills required for a task(s), resource availability or scheduling.
 - f. All written documentation and communication will be in the mutually agreed upon language.
 - g. The Services may be performed either onsite or remotely.